

WELCOME!

Staying “employable” is the key concept in career development today. No one can guarantee future employment, but being fully prepared with a number of connected and diverse skills are something we can and must do.

“Be Prepared” is more than the Boy Scout motto. In these times of job creativity and change it is simply common sense to take an active role and develop multiple career plans and directions.

We’re here to help!

NGA and its predecessor organizations have spent several years forming career centers for Agency employees. These have developed so that NIMA now has four quality “Leadership Development Centers” at its principal sites: Bethesda (301-227-7715), St. Louis (314-263-4177), Reston (703-264-2135) and the Washington Navy Yard (202-264-6046). The facilities offer career counseling, including career-oriented testing; use of SBU computer terminals for training and job exploration; and hundreds of other “resources”—periodicals, books, audio and video tapes, CD-ROM’s, a complete set of NGA Occupation Guides, and university catalogs.

These last resources are concisely described in the catalog you are holding, an annotated bibliography that will enable you to locate materials which can help in making crucial career decisions.

The resources are listed in alphabetical order by title, and most of them can be checked out. When a resource is not available at your nearest Leadership Development Center, it can be forwarded to you by another Center through the Agency’s internal mail system.

We are pleased to provide you with these materials, and welcome your ideas and suggestions on how we can continue to meet your career development needs.

IRA LEIFER  
Deputy Director  
Employee Services



# Table of Contents

Career Development .....	1
Change Management .....	29
Communication .....	35
Customer Service.....	42
Deaf Community .....	46
Diversity.....	47
Leadership.....	52
Management.....	66
Organization Management.....	84
Performance .....	103
Quality .....	105
Retirement.....	110
Self Development .....	112
Strategic Planning.....	122
Team Building.....	124
Technology.....	129
Training.....	132
Transition .....	138
General Information .....	141
NGA Information.....	143
Employee Awareness.....	143
Reference .....	144
Health and Wellness .....	148
Case Studies and Journal Reprints .....	149



# Career Development

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## **10 Vital Rules for Giving Incredible Speeches and Why They're Irrelevant** *Tom Peters, 1990*

Acts as a discussion guide for Communication.

**Book**

## **111 Dynamite Ways to Ace Your Job Interview** *Richard Fein, 1997*

Here's a book that is well-organized and easy to use for interview preparation.

**Book**

## **100 Best Jobs for the 1990's and Beyond, The** *Carol Kleiman, 1994*

Carol Kleiman, business columnist for the Chicago Tribune, has compiled a list of the 100 best jobs for the 90's and going into the 21st century. Additionally, she addresses the changing workplace, the new demographics, inside tips for getting the best job and moving ahead, switching careers, and more.

**Book**

## **175 High-Impact Resumes** *Richard H. Beatty, 1996*

This book was designed for one purpose, to help you create a powerful resume that will get you the interview and the job.

**Book**

## **101 Careers: A Guide to the Fastest-Growing Opportunities** *Michael Harkavy, 1990*

Harkavy has compiled the best-paying occupational prospects for the future, including an overview of each occupation, concise coverage of all fast-growing areas of the employment sector, information on regional differences in salary, and a resource listing of trade magazines.

**Book**

## **1999 Career Guide on Management Consulting** *Harvard Business School, 1998*

Learn what it takes to succeed in this field. Identify career opportunities at leading firms. Obtain insider information from Harvard Business School faculty, students, and alumni.

**Book**

## **101 Dynamite Questions to Ask at your Job Interview** *Richard Fein, 1996*

You are what you ask at the job interview, that's the central message of this ground-breaking book. This book identifies the missing ingredient to conducting a successful job interview - the questions you should ask at the job interview.

**Book**

## **200 Letters for Job Hunters** *William S. Frank, 1990*

This source book can be used for conducting a successful job search by mail. Hands-on and user-friendly, it's packed with real-life letters that work.

**Book**

## **25 Role Plays for Interview Training** *Geof Cox and Chuck Dufault, 1992*

This notebook provides 25 activities associated with successful interviews of all types such as Appraisal, Counseling, Discipline, and Exit interviews.

**Notebook**

## **110 Best Job Search Sites On the Internet** *Katherine K. Yonge, 1998*

Use this collection of the best job hunting web sites without spending countless hours searching the Internet on your own. You will find everything from tips on electronic resumes to the top 100 careers. Learn ways to improve your interviewing to get the job you want. Locate employment data bases; discover what companies are really looking for and what it takes to be qualified.

**Book**

## **50 Activities for Managing Stress** *Roy Bailey, 1989*

This notebook provides activities to identify and prevent potentially unproductive levels of stress.

**Notebook**

## **88 Mistakes Interviewers Make: How to Avoid Them** *Auren Uris, 1988*

This book helps managers with interviewing skills by highlighting 88 significant mistakes managers make.

**Book**

**90 Minute Interview Prep Book, The**  
*Peggy Schmidt, 1996*

Get ready for a winning interview-Fast!

**Book**

**96 Great Interview Questions to Ask Before You Hire**

*Paul Falcone, 1997*

Customized, pinpoint interviewing questions for practically every hiring scenario, with examples and real-life applications. Catalog of dynamic questions and questioning techniques for interviewing, reference checking and other stages of the hiring process.

**Book**

**A Kick in the Seat of the Pants**  
*Roger von Oech, 1985*

This book takes you on a guided tour through the four roles of the creative process: explorer, artist, judge, and warrior. This book is designed to help you get your thinking going, and strengthen each of your own creative roles.

**Book**

**A Young Person's Guide to Getting and Keeping a Good Job**

*J. Michael Farr & Marie Pavlicko, 1990*

You probably already know some things about finding a job. Perhaps you have found part-time jobs in the past. Before looking for a job, you should also have some idea of what type of job you are qualified for. Your job now is to learn how to find a good job and how to find it in less time. In order to be successful in this venture, you must know how to identify your present skills, learn some new ones, and improve the job search techniques you already know.

**Guide & Manual**

**Adult Learner**

*Bob Steinbach, 1993*

Tips for overcoming learning distractions. How mind mapping will help you organize and retain important information gives the educational options available to you as a lifelong learner.

**Book**

**Adult Years: Mastering the Art of Self Renewal, The**  
*Frederic M. Hudson, 1991*

Superseding Gail Sheehy and other stage theorists of adult life, Hudson writes that college graduates will achieve personal fulfillment and develop into better mentors and leaders if they see life as cycles of stability, as opposed to "transition and reevaluation, followed by more stability." Adults, Hudson claims, perform major tasks like work and caretaking repeatedly but differently over the course of a lifetime. These tasks require skills, and the most notable skill is "self renewal" - an exploration that may lead to a transformation of values, beliefs, and feelings. Although his analysis of society has major faults (e.g. he virtually ignores self-help groups and religion), Hudson's model for adult development is detailed, interdisciplinary and useful.

**Book**

**America's 50 Fastest Growing Jobs**  
*Compiled by J. Michael Farr, 1995*

Based on the latest data available from government sources, it includes: a section on labor market trends, thorough descriptions for the 50 fastest growing jobs, a newly revised section on career planning and job seeking skills, extensive appendixes providing detailed information on employment projections, earnings and education required by the 500 largest occupations, employment trends by industry, and projections for self-employed workers.

**Book**

**America's Federal Jobs**  
*Various Authors, 1991*

Based on information developed by the federal government, it is written specifically to help job seekers obtain employment information on over 150 federal agencies. Features: job openings listed by education, skills and interests; educational and skills requirements; details on projected demand, compensation, and benefits; application procedures and tips; and available training, internships and special programs.

**Book**

**America's Top Office, Management & Sales Jobs, 2nd Ed.**  
*Compiled by J. Michael Farr, 1994*

Essential and up-to-date information on all major office, management and sales jobs in our economy. Provides over 60 thorough job descriptions, many describing jobs offering excellent opportunities for those with and without college degrees.

**Book**

**America's Top 300 Jobs** **Book**  
*Various Authors, 1996*

A better organized book version of the Occupational Outlook Handbook. The book provides additional information on trends and job seeking, employment projections for the 500 largest occupations, and employment trends for all major industries.

**America's Top Jobs for College Graduates** **Book**  
*Compiled by J. Michael Farr, 1994*

Packed with essential information for college grads and anyone considering going to college. Includes thorough descriptions of over 60 jobs most often held by college graduates. Each description provides details on pay, training, skills required, working conditions and sources of additional information. Other features include: labor market trends for college grads, employment prospects and pay by type of degree and major growth prospects by industry, which jobs pay the most, details on over 500 jobs, and a special section on career planning and job seeking.

**America's Top Jobs on CD-ROM** **CD-ROM**  
*Micheal J. Farr, 1996*

This is the fifth edition of America's Top 300 Jobs, JIST's special version of the Occupational Outlook Handbook. It has the entire contents of the OOH and an easier-to-use table of contents, additional information on trends and job seeking, plus employment trends for all major industries.

**America's Top Medical & Human Services Jobs** **Book**  
*Compiled by J. Michael Farr, 1994*

Rapid growth projected in health and human services areas means opportunities for jobs at all levels of education and training. This book features detailed descriptions of over 50 of the top jobs in the health and human services areas including professional, technical and support jobs at all levels.

**America's Top Military Careers** **Book**  
*Various Authors, 1993*

Based on information from the Department of Defense, this book includes details on all branches of the military; 197 enlisted and officer occupations, including ASVAB test scores required for each; related civilian jobs; career planning forms; and educational opportunities.

**America's Top Technical & Trade Jobs** **Book**  
*Compiled by J. Michael Farr, 1994*

As many as 80 percent of the new jobs being created do NOT require a college degree. However, they DO require technical skills. This book provides detailed descriptions of more than 50 of the top technical and trade jobs. Includes summary data on more than 500 jobs, plus a career planning and job search section.

**Applications and Resumes** **Video**  
*Dept of Navy, 1999*

Useful hints on successful application and resumes.

**Applying for Federal Jobs** **Book**  
*Patricia B. Wood, 1995*

This book is about writing application forms and resumes to target and get the job you want in the federal government. It's about making sure your application stands out from the crowd. Step-by-step guidance is presented along with real-life examples, and a federal career vocabulary to use in completing the government's new Optional Form 612 or federal-style resume. You will also learn how to develop viable job search strategies and to write an application that says "hire me, I'm the best person for this job!"

**Art & Craft of Case Writing, The** **Book**  
*William and Margaret Naumes, 1999*

This book is a practical, comprehensive, multidisciplinary guide that offers an essential primer as well as plenty of valuable suggestions.

**Art of Interviewing, The** **Video**  
*CMR Films,*

The film illustrates how easily things can be left undone or done incorrectly. It also suggests how pitfalls can be avoided.

**Audio Seminar for Secretaries and Administrative Assistants** **Audio**  
*Maria Arapakis, 1980*

A 6 tape, double-sided, audio seminar. Topics: A Model of Human Experience: Data/Interpretation; Irrational Thinking; Intentions, Motives and Goals; Attitudes and Behaviors: the Assertive Strategy; Non-Assertiveness and Aggressiveness; The Assertive Person; The Skill of Understanding; Active Listening; Confrontation: When, Where and Why; Confrontation: A Model; Attitude Management.

**Back to School: A College Guide for Adults**

*LaVerne L. Ludden, Ed.D., 1996*

Excellent for adults who are starting or returning to college. Presents essential information on how to: get credit for life experience, obtain financial aid, go to school while working or raising a family, match career interests to a college major, and select a college and program that best fits your needs.

**Book**

**Beyond Secretary**

*Debra Sutch, 1992*

Change the way you look at your job forever. Learn to recognize and make the most of your opportunities. This video will teach you how.

**Video**

**Balancing Home and Career: A Fifty-Minute Program**

*Pamela J. Conrad, Michael Crisp, Ralph Mapson, 1996*

Offers strategies for balancing home, career, and leisure activities, with a fresh approach that assures reader involvement.

**Book**

**Blue Collar & Beyond: Resumes for Skilled Trades and Services**

*Yana Parker, 1995*

This book provides over 130 examples of resumes for skilled trades and services.

**Book**

**Blue Collar Resumes**

*Steven Provenzano, CPRW, 1999*

Blue Collar Resumes is a practical and helpful guide that takes you step-by-step through the process of writing a job-winning resume. The author offers sound advice on how best to present your education and work experience... including what you shouldn't reveal.

**Book**

**Best Jobs for the 1990's and into the 21st Century**

*Krannich & Krannich,*

Identifies the fastest growing jobs that also offer job security, good salaries and good work settings. Forecasting 31 major employment trends, the Drs. Krannich take a critical look at the best jobs and the best places to work in the decade ahead. Identifying nearly 100 of the fastest growing jobs, they describe each job in terms of employment outlook, nature of work, working conditions, education and training requirements, earnings and key contacts.

**Book**

**Book of U.S. Government Jobs, The**

*Dennis V. Damp, 1996*

Now in its sixth edition, this book continues to be a key resource for those who are looking at positions within the federal government. With the streamlining of the federal hiring process in 1994, 171's have become almost obsolete, and most federal agencies accept resumes. This book will help you understand the federal employment process, tell you where the jobs are available, and give you employment "secrets" to help you with the process.

**Book**

**Best Jobs for the 21st Century, The**

*Ronald & Caryl Rae Krannich, 1998*

This book identifies what's happening in the work world of the new talent-driven economy. We're entering a new century that requires different skills and confirms that sage advice of your mother and teachers-education and hard work will be justly rewarded. The authors take a critical look at the best jobs in the decade ahead.

**Book**

**Breakthrough Series, The**

*Positive Employee Practice Institute, 1992*

A four part video series to help you and your staff keep thinking about what works, keep committed to your goals, and keep alive by maintaining a deeper perspective on your work and life.

**Video**

**Beyond Plan B**

*Video Learning Systems, 1996*

Using your radar to navigate the future. This video uses scenario thinking to help you plan the future. With an introduction by Clem Sunter, this video will help you understand that presenting a positive future will help those around you to see a positive vision.

**Video & Book**

**Breakthrough Thinking**

*Harvard Business School, 1999*

While the tape focuses on the 9 core process steps in "Breakthrough Thinking" it does not ignore the "people involvement" in the application such as giving everyone who will be affected by a change the opportunity to take part.

**Video**



**Build Your Own Rainbow**  
*Barrie Hopson and Mike Scally, 1993*

**Book**

This is a delightful workbook that guides you through a personal inventory, determines your present level of satisfaction in life and shows you how to achieve and maintain a sense of fulfillment throughout your life.

**Building a Career Development Program**

**Book**

*Richard L. Knowdell, 1996*

Organized around a precise nine-point plan, "Building a Career Development Program" offers a model of organization career management and provides guidelines exercises, worksheets and self-assessments for implementing the program. Describing roles for top managers, human resource professionals, and employees, this book shows how to define career development within an organization, assess the needs, custom design the program, promote it internally, and guide employees step by step through the process.

**Building a Great Resume**  
*Kate Wendleton, 1977*

**Book**

This book is a step-by-step guide to writing your resume for over 100 industries and professions.

**Building Your Career**  
*Susan Jones Sears & Virginia N. Gordon, 1998*

**Book**

This edition of "Building Your Career" seeks to equip individuals with the knowledge, skills, attitudes, and behaviors required to make effective educational and career decisions. The book's detailed approach encourages self-assessment, imparts information about the work world of tomorrow, and helps readers explore academic and career alternatives pertaining to their interests and the careers they wish to pursue, now and in the future.

**Business Etiquette and Professionalism: Your Guide to Career Success**  
*M. Kay duPont, 1998*

**Book**

This book will tell you the role of good manners in business, basics of business, meeting etiquette, multicultural etiquette guidelines for international business and how to send and respond to business invitations and gifts.

**Business Letters for Busy People**  
*Jim Dugger, 1996*

**Book**

It's a handy quick-reference guide that not only tells you how to write most types of business letters, but even gives you samples you can use right now.

**Career Anchors: Discovering Your Real Values**  
*Edgar Schein, 1990*

**Booklet**

Career Anchors provides a systematic way of exploring self-perceptions based on past experiences. It helps you define dominant themes and patterns in your life and take steps to fulfill your own self-image.

**Career Book**  
*Dr. Norman Feingold, 1997*

**Book**

This book has helped thousands of job seekers from all walks of life find satisfaction in their careers. Now in its third edition, the "Career Book" continues to provide essential advice, current statistics, and future outlooks. Completely revised and updated, it offers insights on every career-management issue.

**Career Change: Everything You Need to Know to Meet New Challenges and Take Control of Your Career**  
*Dr. David P. Helfand, 1995*

**Book**

Your career is much more than your source of income - it is a major factor in your overall happiness and life-style. This book includes stories of career changers who have found a new sense of happiness and satisfaction.

**Career Chase: Taking Creative Control in a Chaotic Age, The**  
*Helen Harkness, 1997*

**Book**

"The Career Chase" focuses on the process of change as it relates directly to our contemporary careers. It is not a "how to" book focusing on techniques and quick-fix action steps; there are countless other resources that provide these. The focus is on what to expect as you work through all the complex issues involved in a successful career change.

**Career Compass**  
*Peggy Simonsen, 2000*

**Book**

Career Management is no longer about climbing the ladder to corporate success, or changing jobs everytime dissatisfaction sets in, or even responding to every opportunity your organization offers.

**Career Connection for Technical Education, The**  
*Fred Rowe, Ed.D., 1994*

**Book**

Provides information on over 60 technical majors and over 400 related occupations. A main feature is that it helps students of all ages plan the courses or programs they will need by creating awareness of "prerequisites" for training programs and careers.

**Career Connection for College Education**  
*Fred Rowe, Ed.D., 1994*

**Book**

Provides information on over 100 college majors and over 1000 related occupations. A main feature is that it helps students of all ages plan the courses they will take by creating awareness of "prerequisites" for college-level courses.

**Career Development in Organizations**  
*Douglas T. Hall & Assoc, 1986*

**Book**

"Career Development in Organizations" focuses on the rapidly expanding field of organizational career development. As advancement opportunities in many organizations decrease due to restructuring, downsizing, and management cuts, career planning and development is becoming more important. This book details techniques for improving career management programs in organizations as well as methods for effective career planning by individuals.

**Career Discovery Program**  
*Elwood Chapman, 1988*

**Book**

"The Career Discovery Program" from Crisp Publications will teach you how career goals can become life goals. In choosing a career you must consider your work environment. Career Boxes are introduced which can help you determine a career. Finally, there are four important suggestions for finalizing your career decision.

**Career Guide to America's Top Industries**  
*Various Authors, 1995*

**Book**

The content of this book was developed by the U.S. Department of Labor to assist in career planning and job seeking. Gives solid information on all major industries including: thorough description of the industry including trends, types of jobs available and working conditions, employment projections and earnings, education and skills required, advancement opportunities, and sources of additional information.

**Career Intelligence: The 12 New Rules for Work and Life Success**  
*Barbara Moses, Ph.D., 1997*

**Book**

Describes the 12 essential new rules for success in work and life, and tells you what you need to know to position yourself to thrive in today's workplace. Shows you how to become a "Career Activist."

**Career is Dead - Long Live the Career, The**  
*Douglas Hall, 1996*

**Book**

Develop a career that will never die. An all-star team shows how the end of the old career contract has made job security an individual's responsibility. They prescribe a course of lifelong learning and networking as the best alternative.

**Career Mastery**  
*Harry Levinson, 1992*

**Book**

"Career Mastery" has practical advice from a leading Career Development expert on how to develop the skills, self-knowledge and attitudes you need for career success, deal with politics and power at work, and other keys to taking charge of your career throughout your work life.

**Career Planning At Work**  
*Interface Video System, Inc., 1990*

**Video**

Provides information to employee and supervisor for holding career planning discussions. Explains what their responsibility is for making the session meaningful.

**Career Satisfaction and Success**  
*Bernard Haldane, Ph.D., 1996*

**Book**

For everyone looking for a better job or career. Learn from success not failure. Identify key skills that "turn you on." Overcome negative thinking and barriers. Learn how to earn and get raises and promotions. Set and reach achievable goals. Find more satisfaction and success in your career!

**Career Success/Personal Stress**  
*Christine Leatx, M.S.W. With Mark Stolar, M.D., 1992*

**Book**

How do some people remain calm, healthy and productive in the pressure-cooked business environment? The authors not only reveal the qualities they found in their research but also share the coping strategies these people use.

<b>Career Survival</b> <i>Edgar H. Schein, 1995</i> Learn how to look beyond a simple job description and understand how work roles are really defined.	Book	<b>Challenger Guide, The</b> <i>James E. Challenger, 1999</i> "The Challenger Guide" shows you how to manage a highly effective job search in any field by using proven techniques that have worked for thousands of professionals over four decades.	Book
<b>Career Track Collection, The</b> <i>Various trainers, 1989</i> Topics include: The Secrets of High-Output Performance; Polishing Your Professional Image; Meet the Leadership Challenge; Customer Service Excellence; Express Yourself Powerfully; and One-on-One Communications.	Audio	<b>Challenging Workplace, The</b> <i>Carl McDaniels, 1989</i> Carl McDaniels presents a comprehensive analysis of tomorrow's workplace, exploring diverse visions of the occupations and work settings of the future. He also discusses the relationship between work and leisure and tells how to help clients integrate social, physical, intellectual and economic needs and interests, and so achieve greater personal satisfaction and career success.	Book
<b>Careers in Finance</b> <i>The Harvard Business School, 2000</i> A complete guide to management careers in finance: Is a career in finance right for you? Company profiles, recruiting contacts, career resources, career paths in finance, investment and commercial banking, financial services, corporate finance, glossary of financial terms are covered.	book	<b>Change Your Job, Change Your Life</b> <i>Ronald Krannich, Caryl R. Krannich, 1996</i> Identified as one of today's best career books, this work covers everything from understanding today's job market to assessing skills, conducting research, writing resumes and letters, networking, interviewing and negotiating salaries.	Book
<b>Careers in Management Consulting</b> <i>The Harvard Business School, 2000</i> A Complete guide to careers in Management Consulting: Is a career in consulting right for you? Industry overview, a top consultant's perspective, company profile, recruiting contacts, preparing for the case interview, career resources, career paths in consulting, consulting vs. operating management, consulting vs. investment banking are covered.	book	<b>Cliff Walk: A Memoir of a Lost Job and a Found Life, The</b> <i>Don J. Snyder, Michael Putsch, 1997</i> In this moving, clear-eyed memoir, the author of "A Soldier's Disgrace" and "From the Point" chronicles his journey from college professor to a day laborer on food stamps, capturing in powerful detail the economic free fall so many middle-class Americans fear and reminding them of the things they so often take for granted.	Book
<b>Careers in Marketing</b> <i>The Harvard Business Review, 1999</i> A complete guide to management careers in marketing: Is marketing right for you? Surveying the profession, company profiles, recruiting contacts, career resources, career paths in marketing, brand marketing, international marketing, learning through experience, marketing roundtable are covered.	Book	<b>Co-Active Coaching</b> <i>Laura Whitworth, Henry Kimsey-House, Phil Sandahl, 1998</i> Discover the techniques needed to transform your consulting skills into those required for professional and personal coaching, the hottest new profession in organizational consulting.	Book
<b>Careers in the NonProfit Sector</b> <i>Stephanie Lowell, 2000</i> This career guide offers invaluable practical advice to MBA students and graduates interested in social enterprise career opportunities and provides examples of the growing involvement of MBA's in the social sector.	Book		

**Competitive Intelligence** **Book**  
*Robert Salmon, 1999*

How does a company stay in the running when the rules of the game keep shifting? Change is happening faster and faster all the time. Product life cycles are getting shorter, consumers' tastes are increasingly unpredictable, technological innovation advances at a dizzying pace, and information circulates in real time.

**Complete Guide for Occupational Exploration (CGOE), The** **Book**  
*J. Michael Farr (with data from U.S. Govt), 1993*

The CGOE organizes all 12,741 jobs listed in the current "Dictionary of Occupational Titles" into clusters of related jobs. Each group includes an overview consisting of the kind of work involved, skills needed, education or training required and other material to help you decide which jobs to explore in more detail.

**Complete Guide to International Jobs & Careers, The** **Book**  
*Ronald L. Krannich, Ph.D., Caryl R. Krannich, Ph.D., 1992*

The second edition of this popular book helps job seekers better understand the what, where, and how of working in today's highly competitive international job market. Includes information on the outlook for international jobs, how one should prepare for them, what types of organizations are hiring abroad, and where the jobs are.

**Complete Guide to Public Employment, The** **Book**  
*Ronald L. Krannich and Caryl R. Krannich, Ph.D.,*

The third edition of this trail-blazing volume again reveals the many secrets to finding jobs and advancing careers in the intriguing world of public employment.

**Complete Idiot's Guide to Getting the Job You Want, The** **Book**  
*Mark Dorio, 1995*

This user-friendly guide helps readers figure out what kind of job is right for them, then takes them through methods of finding and landing that job - networking, resumes, interviews, contacts and more.

**Complete Job Search Handbook, The** **Book**  
*Howard Figler, Ph.D., 1988*

"The Complete Job Search Handbook" gives you all the practical information you need to figure out what you want to do with your life. Dr. Figler's program describes the twenty basic lifetime skills that come into play in job search, and shows you how to diagnose your particular situation, pinpoint which skills are most relevant to it, identify those skills you already possess, and develop new skills you will need.

**Complete Reference Checking Handbook, The** **Book**  
*Edward C. Andler, 1998*

Smart, fast, legal ways to check out job applicants.

**Cool Careers For Dummies** **Book**  
*Marty Nemko & Paul & Sarah Edwards, 1998*

This breakthrough book is the culmination of years of successfully helping career searchers, including many people who tried other approaches and failed. Whether you're redirecting your career or just starting out, Cool Careers For Dummies is like having your very own dream team of career coaches to help you find your perfect work.

**Coping With Difficult People .** **Video**  
*American Media, Inc.,*

The video aims to provide a framework for understanding disruptive behavior and how to develop a more productive relationship with difficult people. (Know-it-all experts, stallers, and snipers are the three examples explored in this film.)

**Counseling for Career Development** **Book**  
*Carl McDaniels and Norman C. Gysbers, 1992*

This book will help counselors acquire the skills they need to promote the career and personal growth of their clients.

**Cover Letters for Dummies** **Book**  
*Joyce Lain Kennedy, 1996*

"Cover Letters For Dummies" is your essential reference for creating a "RedHot" letter that won't get tossed in the trash! This guide will help you structure a solid letter with an opening line that demands attention. It is filled with helpful tips, techniques and advice. This book will also show you how to inquire about a specific position, request more information about a company, ask for an interview, and address salary issues.

<b>Creating a Women's Network</b> <i>Sheila W. Wellington, 1999</i> This book provides step-by-step hands-on instruction for creating a network of women and for increasing the success of networks already in place.	Book	<b>Dare to Change Your Job &amp; Your Life</b> <i>Carole Kanchier, 1995</i> Based on the author's interviews with over 5,000 adults and years of research, this is a powerful book about personal and career power. It is a practical, thought-provoking and hands-on guide for students, working adults and anyone wanting to improve their careers and lives.	Book
<b>Creating the Work You Love</b> <i>Rick Jarow, 1995</i> The author helps you to develop strategies toward actually finding the career that expresses your personal vision.	Book	<b>Dare to Dream</b> <i>Joe D. Batten,</i> "Dare to Dream" suggests that there are no limits to "the possible" by dramatizing the achievements of Henry Ford.	Video
<b>Creating You and Co.</b> <i>William Bridges, 1997</i> Start thinking of yourself as the head of a small business called "You & Co." and view employers as potential customers.	Book	<b>Designing Career Development Systems</b> <i>Zandy B. Leibowitz, Caela Farren, Beverly L. Kaye, 1996</i> This book tells how to assess an organization's most critical career planning needs and design a comprehensive career development program to meet their needs.	Book
<b>Creating Your Future: A Guide to Personal Goal Setting</b> <i>George Ford and Gordon Lippitt, 1998</i> This book offers guidelines for creating your vision, devising a job action plan, clarifying your values, and making "the decision to act."	Book	<b>Designing Careers</b> <i>Norman C. Gysbers &amp; Assoc., 1984</i> Designing Careers provides comprehensive coverage of the latest advances in career guidance and development. In twenty-three chapters, leading authorities analyze changing career and leisure patterns; discuss how career development theory can help improve counseling practices; offer advice on meeting the special needs of youth, the poor, women, older people, and other groups; and describe how career guidance programs are responding to new life-styles and challenges in business and industry, schools and college, state and local governments, and adult and continuing education.	Book
<b>Creating Your Skills Portfolio: A Fifty Minute Book</b> <i>Carrie Straub, 1997</i> A skills portfolio is a valuable adjunct to a resume and can be a highly effective tool for job seekers.	Book	<b>Designing Creative Resumes</b> <i>Gregg Berryman, 1995</i> This book is intended for students, instructors, counselors, and employees in the creative professions - to help push beyond traditional resume format.	Book
<b>Creative Career Development</b> <i>Alexander Methven &amp; Associates, Ltd., 1974</i> This book was designed to increase your control over your future and to increase your options.	Book		
<b>Culture &amp; Career Transitions</b> <i>Jonamay Labert, Selma Myer, 1990</i> This guide was developed to assist career counselors and trainers working with people who are involved in a job search or exploring new career opportunities or seeking advancement in their current positions.	Guide		

<b>Dictionary of Occupational Titles (DOT)</b> <i>U.S. Department of Labor, 1991</i> The Dictionary of Occupational Titles sets the standard for describing and classifying jobs. The DOT's job descriptions use precise language and are very specific. Each DOT code reveals the level of skills required to work with people, data, and things, and 12, 741 jobs are organized into major job categories, cross referenced by industry and job title.	<b>Book</b>	<b>Dream Society, The</b> <i>Rolf Jensen, 1999</i> How the coming shift from information to imagination will transform your business	<b>Book</b>
<b>Dig Your Well Before You're Thirsty</b> <i>Harvey MacKay, 1997</i> The definitive book on networking! Learn how to create a network of trusted, valuable contacts that is worth its weight in platinum. You will learn how to get to know the people you need to know and keep relationships up-to-date and alive.	<b>Book</b>	<b>Dressing for Success in Job Interviews and On the Job</b> <i>JIST Publications, 1997</i> According to employer surveys, four out of ten interviewees make negative impressions based on their dress and grooming. It's true: How you look DOES make a difference in a job interview and on the job. While there is much more to career success than how you dress, clothing provides a variety of social clues that others use to help define you and interact with you. This new JIST video takes a look at the basics of dressing for success on the job interview and on the job.	<b>Video</b>
<b>Directory of Federal Jobs and Employers, The</b> <i>Ronald L. Krannich and Caryl R. Krannich, 1996</i> This directory provides an overview of employment in the federal government as well as outlining critical information for contacting various executive, legislative, and judicial agencies.	<b>Book</b>	<b>Effective Networking</b> <i>Venda Ray-Johnson, 1990</i> From the "Fifty-Minute" series books, "Effective Networking" will teach you how to listen with your "third ear", how to use the strength of weak ties, and why the grapevine can be your job lifeline. There are six organizational strategies presented for networking.	<b>Book</b>
<b>Do What You Are: Discover the Perfect Career for You Through the Secrets of Personality Type</b> <i>Paul Tieger, Barbara Barron-Tieger, 1995</i> Unlock the secrets of Personality Type- how you process information, make decisions, and interact with the world around you- and discover the career that is right for you.	<b>Book</b>	<b>Employee Handbook of New Work Habits for a Radically Changing World, The</b> <i>Price Pritchett, 1994</i> This book reveals why resisting change can ruin your career, the real source of job security, why you should focus on outcomes rather than effort, and why you must contribute more than you cost. Plus more high-powered guidelines on how to take personal responsibility for your career and seize the many opportunities you will encounter in the Information Age.	<b>Book</b>
<b>Don't Stop The Career Clock</b> <i>Helen Harkness, 1999</i> It's never too late to succeed! A clarion call for moving forward in creative work-no matter what your age.	<b>Book</b>	<b>Empowering Yourself</b> <i>AMA Video, 1991</i> "Empowering Yourself" provides a personal perspective of empowerment and is for all employees at all levels. (Includes Leader's Guide)	<b>Video</b>
<b>Don't Stop with the Want Ads: Conducting a Successful Job Search</b> <i>Martha McCarty, 1998</i> "Don't Stop with the Want Ads: Conducting a Successful Job Search" takes you step by step through the search process, from identifying employment goals and marketable skills to preparing a resume and surviving the job interview. You'll also learn how to negotiate successfully once a job is offered and how to begin a new job with an approach that leads to future success.	<b>Book</b>		

**Evelyn Wood Dynamic Learning****Audio**

Go beyond speed reading and improve all your learning skills. Introducing a total learning system, "Evelyn Wood Dynamic Learning" - a whole new way of thinking. Specifically designed for anyone wanting to maximize their time, advance their career or earn more money, here are the techniques central to enhancing your learning performance. Retain complex data longer. Listen more efficiently. Remember more of what you want and need to remember.

**Evelyn Wood Reading Dynamics**  
*Fred Pryor Seminars, 1996***Video**

This program teaches how to double or triple reading speed while increasing comprehension and memory of the text as well. It relates steps to take before, during and after reading for the greatest comprehension and retention.

**Executive Coaching with Backbone and Heart***Mary Beth O'Neill, 2000***Book**

Coaching high-powered executives requires something special, something extra.

**Executive Resume Book, The**  
*Loretta D. Foxman, 1989***Book**

Here is the most complete and easy-to-use guide to the executive job search available. Much more than just a book of resumes, this book shows you how to apply marketing strategies to the job search process, using your resume as the chief marketing tool-and your own unique talents and skills as the service being marketed.

**Exploring Career Options with the Strong Interest Inventory**  
*Allen L. Hammer, 1993***Video**

This videotape is designed to provide a basic overview of the "Strong" so that all clients can begin the interpretative process with the same foundation. It seeks to offer career information in an entertaining format that will help maintain clients' attention and motivate them to explore career options.

**Exploring Careers: A Young Person's Guide to Over 300 Jobs**  
*JIST, 1990***Book**

Most people never learn how to make good career decisions. They just take the first job that is offered and then the next. This book will help you understand yourself, find jobs that match your interests, learn more about targeted jobs, and make decisions.

**Federal Jobs: The Ultimate Guide**  
*Dana Morgan, Robert Goldenkoff, 1997***Book**

This book attempts to help the federal job seeker go about a job search in the simplest fashion, by breaking down the massive federal monolith into workable subunits.

**Find a Federal Job Fast**  
*Ronald L. Krannich and Caryl Rae Krannich, Ph.D.'s, 1999***Book**

"Find a Federal Job Fast" is designed as your passport for both understanding and action relevant to finding federal employment. This new edition has been substantially updated to reflect the new digital era of federal hiring. In today's new federal government, the Internet plays a central role in linking candidates to agencies and positions. They've updated statistical data and telephone numbers and included a great deal of new information on how to use the Internet to research agencies, identify vacancies, and complete application packages. Today's new "reinvented" government is one that is increasingly wired via the Internet.

**Fire Power**  
*Frances Quittel, 1994***Book**

This book can help you with an action plan for the moment when you may be or have been hit with a pink slip.

**First Five Minutes, The**  
*Mary Mitchell and John Corr, 1998***Book**

The first five minutes of each and every encounter-from job interviews to sales calls to social gatherings- are crucial to your professional success. Whether you're meeting in person, or via letter, phone, fax or e-mail, business communications expert Mary Mitchell gives you the techniques, skills, and confidence you need to present yourself positively, dynamically and effectively.

**First Impressions: The Key to Successful Interviews** **Video**  
*Michael Farr, 1994*

This video is an entertaining and effective tool for teaching the skills necessary to make every interview successful. In "First Impressions," you are the employer and you will decide the fate of the job seeker. You quickly discover the employer's fears and learn what they are looking for in the people they hire.

**Free Money for College: A Guide to More than 1000 Grants and Scholarships for Undergraduate Study** **Book**  
*Mark Blum,*  
Useful list of more than 1000 grants and scholarships.

**Gallery of Best Resumes** **Book**  
*David F. Noble, Ph.D., 1994*  
An enormous collection of the best resumes submitted by the members of the Professional Association of Resume Writers. Includes a wide range of styles, formats, designs, occupations, and situations - all arranged into easy-to-find groups such as educators, new graduates, career changers and clerical. Additional tips are provided on design, layout, papers, writing style, and mistakes to avoid.

**Get Hired! Winning Strategies to Ace the Interview** **Book**  
*Paul C. Green, 1996*  
This work is packed with inside advice and secrets about what companies look for when hiring in today's competitive job market.

**Get More Money On Your Next Job: 25 Proven Strategies for Getting More Money and Better Benefits** **Book**  
*Lee E. Miller, 1998*  
A renowned job negotiator discloses the secrets that can enable any job seeker to get the best possible money and benefits package. Lee Miller covers every step in negotiations, from the first interview to the final offer, providing 25 "can't miss" strategies for getting the best deal, plus "10 unbreakable negotiating commandments." The only guide needed to more money, better benefits, and more job security, it even shows the unemployed how to gain the bargaining leverage they need to win.

**Getting a Good Job & Getting Ahead** **Book**  
*JIST Career Emphasis Series, 1990*  
The Career Emphasis Series covers important topics for career and life planning. Topics include decision-making skills, self-understanding, career exploration and training options, and job seeking and career success.

**Getting Hired: A Guide for Managers & Professionals** **Book**  
*Richard Pinsker, Andrea Reider, Ralph Mapson, 1994*  
Designed for managers and professionals and encompassing the entire job search process.

**Goals** **Video**  
*Zig Ziglar, 1998*  
Get from where you are to where you want to be - faster and more confidently with this essential approach to goal setting and attainment. You'll gain new attitudes, skills, and habits that will serve you the rest of your life. What you'll learn: the seven proven steps of goal setting, how to create a road map for the future, how to help others achieve their goals, and how to increase your confidence level by reflecting on your past achievements.

**Good News About Careers, The** **Book**  
*Barbara Moses, Ph.D., 2000*  
Downsizing, takeovers, and technological changes have made job security a thing of the past. Barbara Moses shows both workers and managers how they can profit from current work trends.

**Guide to Internet Job Searching, The** **Book**  
*Margaret Riley Dikel, Frances Roehm and Steve Oser, 1998*  
This guide will help you with the most powerful job-search tool since the telephone, and this highly acclaimed best selling guide puts the Internet's power at your fingertips.

**Harvard Business Guide to Careers in the Nonprofit Sector, The** **Book**  
*Stephanie Lowell, 2000*  
An overview of careers for skilled managers in the non-profit sector. Tradeoffs, rewards and opportunities; personal profiles of successful MBAs; tips for conducting a job search; salaries, expectations and lists of publications and organizations are included.



**Harvard Business Review on Business and the Environment** **Book**  
*Amory B. Lovins, L. Hunter Lovins, and Paul Hawken, 2000*

With concern for environmental issues growing, defining the controversial relationship between business and the environment has become even more essential. This comprehensive resource brings together the latest management thinking on the role of the environment in business, and offers a general management perspective that will help outline the critical environmental issues your organization may face.

**Harvard Business Review on Managing the Value Chain** **Book**  
*Carliss Baldwin and Kim Clark, 2000*

As technology and globalization have disrupted traditional operations along the supply chain, the relationship between suppliers, customers, and competitors has changed dramatically. Examining this issue from several strategic perspectives, this timely collection of essays outlines key ideas and provides guidance for incorporating shifts in the value chain into your strategic outlook

**Harvard Business Review on Negotiation and Conflict Resolution** **Book**  
*Warren Schmidt and Robert Tannenbaum, 2000*

Managers at every level and in every industry must balance various working styles, build efficient management teams and develop sharp negotiation skills to remain competitive. This helpful volume offers a selection of the best thinking on negotiation practices and managing conflict in organizational settings.

**Harvard Business Review on Nonprofits** **Book**  
*Regina E. Herzlinger, 1999*

This thoughtful volume explores all aspects of the work of modern nonprofit organizations. The eight essays examine such essential topics as the importance of earning the public trust and how nonprofit managers can learn from the success of venture capitalists.

**Help! My Job Interview is Tomorrow!** **Book**  
*Mary Ellen Templeton, 1997*

This book will help you to prepare for job interviews by pointing out the most useful sources of information about employers.

**HeroZ: Empower Yourself, Your Co-Workers, Your Company** **Book**  
*William Byham and Jeff Cox, 1994*

The perfect complement to "Zapp!" In "HeroZ," step-by-step techniques show you how to make meaningful decisions, measure your progress, and work efficiently in teams. By the time you finish reading "HeroZ," you'll feel you control your job, not that your job controls you. This well-written fable teaches and entertains.

**Hook Up, Get Hired!** **Book**  
*Joyce Lain Kennedy, 1995*

The Internet, a part of the information highway, has arrived to help you find a job. This book shows you how to be a job success across town or across a continent. Don't be left behind. Learn about a new kind of marketplace for job finding from American's favorite careers columnist, Joyce Lain Kennedy.

**How to Be Taken Seriously, the Art of Balancing Credibility and Visibility** **Book**  
*Sherri Cannon,*

Viewers will learn how to: be their own press agent; overcome personal beliefs that may be holding them back; take well-planned, constructive risks; and develop powerful images.

**How to Get a Job Now!** **Book**  
*J. Michael Farr, 1997*

The average job search takes 12-15 weeks and much longer for some people. Depending on your income, reducing your job search time can be worth thousands of dollars to you. Getting a better job through improved career planning could be worth even more. Page for page, "How to Get a Job Now!" could be one of the best investments you ever make.

**How to Have a Winning Job Interview** **Book**  
*Deborah P. Bloch, Ph.D., 1992*

To help you get what you want, the author reveals a step-by-step approach.

**How to Organize Your Life and Get Rid of Clutter** **Audio**  
*CareerTrack, 1996*

Are you drowning in stuff you don't need and don't use? Do you spend too much time looking for things? Does the sight of your messy workspace overwhelm you? You may be smart. You may be talented. But if you're not organized, every step is a struggle. This program gives you scores of tips.

### **How to Set and Achieve Goals**

**Audio**

This program will help you identify goals and map out steps to achieve each of them.

### **How to Set and Achieve Goals (Vol. 1)**

**Video**

*CareerTrack Publications, 1989*

How childhood experiences can influence your goal-setting. Learning to eliminate what you don't want.

### **How to Set and Achieve Goals (Vol. 2)**

**Video**

*CareerTrack Publications, 1989*

How to take action - now! Helpful hints for using mentors and support groups.

### **How to Succeed without a Career Path**

**Book**

*Howard D. Rosenberg, 1995*

This book explores the most important issues affecting career decisions. Challenging numerous career myths, Dr. Howard Rosenberg outlines how individuals can succeed without a career path. He explores the critical issues of personal growth, life styles, and work styles in today's explosive economy. Introducing such concepts as hobbyjobs, heartjobs, and homejobs, he shows why it is more than just okay to pursue your passions-it's essential for your long-term personal growth and success.

### **How to Turn an Interview into a Job**

**Book**

*Jeffrey G. Allen, J.D., C.P.C., 1983*

People who interview successfully are the people who are promoted faster, have increased self-esteem, and move faster and higher on the corporate track than anyone else. Focuses on time-tested techniques that can move you faster and higher on the corporate track than anyone else.

### **How Winners Do It: High Impact Skills for Your Success**

**Book**

*Michael W. Mercer, Ph.D., 1994*

Here's a one-stop guide that identifies and tells you how to use the crucial interpersonal and communication skills needed to reach the pinnacle of success.

### **If You're Clueless About Getting a Great Job and Want to Know More**

**Book**

*Beth Burns, Seth Godin, 1998*

In a lively manner, Burns and Godin give readers the necessary tools to get a good job. The authors cover how to use your best assets to "crack the Human Resources code;" and how to trade up once you have the job.

### **Impossible Jobs in Public Management**

**Book**

*Erwin C. Hargrove and John C. Glidewell, 1990*

This book began with the idea that some tasks in public management were so difficult that they could be called "impossible". This book presents a central problem of public management in a provocative way and provides for abundant conceptual and empirical support for the formulation.

### **Improved Career Decision Making in a Changing World**

**Book**

*Judith P. Ettinger, Ph.D., 1996*

Instructional course in Career Facilitation. Includes modules on the definition, terms, and concepts related to career development, demographic trends that impact career decision-making, theories of career development and decision-making, developing an awareness of multicultural issues, specific needs of people with disabilities, and more.

### **Indispensable You!: 7 Simple Things You Must Do to Keep Your Job Today and Tomorrow**

**Book**

*Kim Andersen, 1996*

Strengthen work skills and develop a "continuous learning" mindset that will make you an indispensable employee who can survive-and thrive-in an environment of down-sizing and reengineering.

### **Influencing Others**

**Book**

*William I. Nothstine, Ph.D., 1989*

This book is designed to help you learn when, and what type of persuasion is appropriate to achieve your goal. Additionally, you will learn how to use both persuasive skills and strategies to win support.

**Information Interviewing: How to Tap Your Hidden Job Market** **Book**  
*Martha Stoodley, 1997*

This book is centered on you-on building your skills. Attention is given to what works. The examples included here are based upon real-life situations taken from a practicing career counselor's experience. Each chapter teaches you what you need to do to get started and to follow through to success. This book will also help you make progress in your networking efforts by using the tips on what to say to start conversations.

**Integrative Life Planning** **Book**  
*L. Sunny Hansen, 1997*

In the field of career development, "Integrative Life Planning" is a landmark book that recognizes the radical shifts in today's life-styles and workplaces and offers a holistic counseling approach that joins career planning with the life path of an individual.

**Internet Resumes** **Book**  
*Peter D. Weddle, 1998*

"Internet Resumes" is one of the richest resources for developing and marketing an on-line resume. Highlights of this book include: sample electronic and Internet resumes, examples of powerful key word summaries, best ways to format an Internet resume, a 10-step process for developing Internet resumes and tips on networking with an electronic resume.

**Interview For Success** **Book**  
*Caryl Rae Krannich & Ronald L. Krannich, 1997*

"Interview for Success" is packed with solid advice on getting interviews, handling interview questions, and negotiating salaries.

**Interview Power** **Book**  
*Tom Washington, 1995*

This book is a complete and comprehensive interviewing guide, filled with hundreds of practical strategies. "Interview Power" enables you to obtain more job offers and negotiate higher salaries.

**Interview Rehearsal Book, The** **Book**  
*Deb Gottesman and Buzz Mauro, 1975*

Actors specialize in the skills you need to excel at interviews: Self-confidence, verbal communications and body language, and knowing how to project the desired image. This step-by-step training program, developed by actors, shows how you can practice and apply these skills in any real-life audition.

**Interview Rehearsal: 7 Steps to Job-Winning Interviews Using Acting Skills You Never Knew You Had** **Book**  
*Deb Gottesman and Buzz Mauro, 1999*

At each and every interview, the curtain rises on a new opportunity-and you've got just a few minutes to give the performance of a lifetime. With the seven steps in this book, you can start training for the career of your dreams- and get ready to take a bow!

**Interviewing for Social Scientists** **Book**  
*Hilary Arksey & Peter Knight, 1999*

"Interviewing for Social Scientists" covers all of the issues that arise in interview work: from theories of interviewing through design, application and interpretation. This book furnishes the reader with all they need to know about the interview process. Richly illustrated with relevant examples, it guides them through all of the essential issues relating to the principles and practices of interviewing.

**Interviewing Skills for Professionals** **Video**  
*Drake Beam Morin, 1989*

Interviewing skills for Professional shows real life examples of job interviews. The viewer will learn how to network, how to handle the informational interview, how to answer tough questions and much more.

**Interviewing Techniques For the Interviewer** **Video**  
*Federal Career Institute, 1990*

"Interviewing Techniques is for the Interviewer" - - those who must prepare for and conduct interviews. Interviewing is a process that must be taken seriously to select the best qualified person.

**Interviewing With Confidence**  
*American Media, Inc., 1997*

**Video**

This video will teach you how to prepare for an interview, anticipate the interviewer's strategy, benefit from the interviewer's mistakes, respond to illegal questions, discuss salary, observe body language, do the interview follow-up, and prepare for telephone interviews.

**Interviewing: Getting Beyond Image**

**Video**

Job applicants arrive ready to "audition for the part " armed with just the right image for the job...or so they think. This new program explains the interviewing techniques needed to move past the image and accurately assess the candidates.

**Job Hotlines USA**

**Book**

*Career Communications, 1995*

"Job Hotlines, USA" has over 2,000 joblines that include the employer's name, complete mailing address, jobline and voice telephone numbers. It is indexed by company name, state listings, and industry groups for easy use.

**Job Hunting For Dummies**

**Book**

*Max Messmer, 1995*

With "Job Hunting For Dummies," your career search doesn't have to be a frustrating, painful experience! This one-stop reference will arm you with the skills and tools you need to land a job. From start to finish, this book focuses on the how to's of job hunting by helping you set goals, do research, prepare for interviews, and more!

**Job Interviews For Dummies**

**Book**

*Joyce Lain Kennedy, 1996*

"Job Interviews For Dummies" is your common-sense, hands-on reference that guides you through the trauma of interviewing and provides you with the tools and techniques you need to guarantee an interview that's a "show stopper." This friendly reference outlines the basic steps for researching and preparing for an interview with plenty of expert tips and suggestions.

**Job Search Series**

**Video**

*Department of the Navy,*

This 5-video series is a step-by-step process for transitioning into a new position. Topics include getting started, looking at options, applications and resumes, the game plan, and telephone skills. Job hunting is hard work that requires sustained physical and mental effort. This series will help you learn new skills, deal with extreme emotion, and apply effective work habits.

**Job Search That Works**

**Book**

*Rick Lamplugh, 1991*

A proven 10-step program for getting you back to work. This book will teach you how to set yourself apart from the others, and get there first. You will also learn how to locate job openings before they are advertised, show employers you have what they want, and get more chances to interview.

**Job search.net**

**Book**

*Carrie Straub, 1997*

The ability to use the world wide web for finding available jobs and to effectively present qualifications will be a required skill in the near future. Straub presents techniques for turning a career plan into a targeted approach with a resume, via the Internet, to the most appropriate potential employers.

**Job Search: The Inside Track, Version 2.0**

**Videos, book**

*ECLECON, 1992*

Job Search is designed to prepare you for the job search process and to assist you with your career design and development, producing the results you want. JobSearch 2.0 consists of eight video units with accompanying workbook material. The units are designed to build on one another with the videos presenting general information and the workbook providing specific instruction for application in your job search.

**Job Search: The Total System**

**Book**

*Kenneth M. Dawson, Sheryl N. Dawson, 1996*

Within the pages of this book, you'll learn more about the nuances of the job search and your career than you ever thought possible. This revision contains scores of sample resumes, cover, and reference letters. Consists of new material on recruiting databases and key resume words, computerized databases, and on-line bulletin boards. Features information on telephone scripting and telemarketing.

**Job Searching Online For Dummies** **Book**  
*Pam Dixon, 1998*

"Job Searching Online For Dummies" explains how to scope out potential employers on the Internet, network online, create and send an electronic resume that really stands out, design your own self-promoting Web site, and get that ideal job.

**Job Seekers Guide to Executive Recruiters** **Book**

*Christopher W. Hunt and Scott A. Scanlon, 1997*

This book will help you with where to look and who to call for help in your executive job search.

**Job Shift** **Book**  
*William Bridges, 1997*

How to prosper in a workplace without jobs. "Job Shift" helps to understand how to generate secure work for yourself-and how we'll think about work for the next forty years.

**Job Smart: What You Need to Know to Get the Job You Want** **Book**

*Tim Haft, Meg Heeneh and Marci Taub, 1997*

The Princeton Review teamed up with expert career counselors to give you the straight facts on getting a job. Includes how to organize and customize your job search, how to research targeted companies, how to write trashproof resumes and cover letters, how to sell yourself in an interview, and how to persist without pestering.

**Job-Hunting for Dummies** **Book**  
*Max Messmer, 1995*

Packed with expert tips and proven techniques, this guide helps job hunters explore their career options and opportunities. Messner highlights job paths and careers that have the highest growth potential and job security, and focuses on how, when and where to find them.

**Job-Hunting Made Easy** **Book**  
*Dr. Carol Sonnenblick and Michael Basciano, 1997*

The professional way to custom-tailor your own successful job search. This book walks you through the process of finding and landing the job you really want: assessing your strengths, targeting your market, creating a standout resume, networking, using the Internet, interviewing, and negotiating.

**Job-Hunting On the Internet** **Book**  
*Richard Nelson Bolles, 1998*

This book will provide you with on-line job search expertise, and explain how to use the Internet effectively.

**Job-Hunting Tips for the So-Called Handicapped or People Who Have Disabilities** **Book**

*Richard Nelson Bolles, 1991*

A helpful book for job hunters and career changers, but written before the Americans with Disabilities Act.

**Job-Search Strategies** **Book**  
*Kate Wendleton, 1997*

Learn the secrets of the renowned career counseling and job-hunting organizations that have helped thousands of people find their dream jobs.

**Jobs Worldwide** **Book**  
*David Caldwell Lay, Benedict A. Leerburger, 1996*

This volume represents a country-by-country examination of employment opportunities and key employers.

**Joy of Not Working, The** **Book**  
*Ernie J. Zelinski, 1997*

This book is about learning to live every part of your life, work and play; employment, unemployment, and retirement alike, to the fullest.

**Knowing-Doing Gap, The** **Book**  
*Jeffrey Pfeffer and Robert I Sutton, 2000*

"The Knowing-Doing Gap" is sure to resonate with business people everywhere who struggle daily to know more and do more with what they know. It is a refreshingly candid, useful, and realistic guide for improving performance in today's business.

**Leading Beyond the Walls** **Book**  
*Hesselbein, Goldsmith, Somerville, 1999*

Beyond the walls is a battle cry that mobilizes. The walls that surround us, protect us and embrace us can also inhibit movement, limit understanding, restrict engagement, and diminish our relevance in the wider world.

**Learning As a Way of Being****Book***Peter B. Vaill, 1996*

Author Peter Vaill offers a thoughtful critique on the roots of management education. He argues that if managers are to navigate the waters skillfully, institutions of "higher learning" must teach them how to integrate the discipline of learning into their very beings. From one of the top ten organization development specialists working today, Vaill's observations on how to embrace continuous learning as a life-style make for valuable reading in this age of incessant innovation.

**Losing Your Job - Reclaiming Your Soul****Book***Mary Lynn Pulley, 1997*

Pulley presents a practical and empowering new model of career resilience for everyone who has lost, fears losing, or is thinking of leaving a job. Interviews with high-performing professionals who bounced back from the trauma of involuntary job loss provide powerful lessons on how to turn one of life's most catastrophic experiences into a wellspring of personal and professional reawakening.

**Learning to Learn Across the Life Span****Book***Robert M. Smith & Assoc, 1990*

In this book, the authors provide a comprehensive and up-to-date guide to the literature and practice of learning to learn - a powerful and effective educational process that helps learners of all ages and in diverse settings to independently search out and use existing knowledge and new information to solve problems and acquire new skills throughout their lives.

**Love Your Work and Success Will Follow****Book***Arlene S. Hirsch, 1996*

"Love Your Work and Success Will Follow" is a systematic guide that helps you thoroughly assess how well your work life meets your needs and goals. It addresses such crucial issues as the relationship between success and satisfaction and how to integrate work needs with lifestyle concerns. It helps you decide whether to leave your job or stay, how to choose the right job, and how to survive in a job you want to keep.

**Life Launch****Audio***Frederic M. Hudson & Pamela D. McLean, 1996*

"Life Launch" helps you envision your optimal choices in the years ahead, so you will succeed at being YOU in our turbulent world.

**Love'Em or Lose'Em****Book***Beverly Kaye and Sharon Evans, 1999*

They're your talented, committed employees - you love them because they are critical to your success. This work tells how to keep them.

**Life Roles, Values and Careers****Book***Donald E. Super & Branimir Sverko, 1995*

"Life Roles, Values and Careers" answers fundamental questions about the nature of work in modern life based on the research from an innovative, cross national project of the Work Importance Study.

**Managing Your Career Power****Book***Gerald M. Sturman, 1992*

The purpose of this career management guide is to provide you with a comprehensive tool that will allow you to manage your career with success and satisfaction. Following this guide will allow you to have your career provide maximum personal satisfaction and self-expression consistent with contributing maximum value in whatever job you do, career you choose, or organization in which you work.

**Life Types****Book**

This book is based on the work of Carl Jung and the Myers-Briggs Type Indicator. It will explore your strengths and tendencies, and help you overcome your weaknesses and better understand the people in your life.

**Marketing Your Consulting and Professional Services****Book***Dick Connor and Jeff Davidson, 1997*

The third edition of "Marketing Your Consulting and Professional Services" gives you the tools and the know-how to survive and thrive in today's tough market.

**Losing Your Job - Finding Your Way****Video***Video Learning Resource Group, 1994*

This video will provide you with an emotional and practical guide to surviving job loss.

**Marketing Your Consulting or Professional Services**

*David Karlson, 1988*

This book was designed to present methodology which will help professionals develop and implement a more aggressive marketing program which will make them more competitive. It will also help you analyze the nature of your services, the type of business you want or have, and the concerns of your potential clients, then teach you to create a marketing plan with specific objectives.

**Book**

**New Quick Job-Hunting Map, The**

*Richard Bolles, 1990*

In order to hunt for your ideal job, you must have a picture of it in your head. The clearer the picture, the easier it will be to hunt for it. The purpose of this booklet is to guide you as you draw that picture.

**Book**

**Me, Myself, & I, Inc.**

*Shirley Porter, Keith Porter, & Christine Bennett, 1998*

10 Steps to Career Independence.

**Book**

**New Rules of the Job Search Game, The**

*Jackie Larson & Cheri Comstock, 1994*

This book offers powerful insight and a much needed practical guide for dealing with the most intimidating realities of finding a job. The authors' depth of knowledge on this subject pinpoints the issues and offers meaningful solutions toward successful career placement.

**Book**

**Mentor**

*Laurent A. Daloz, 1999*

A practical, engaging exploration of mentoring and its power to transform learning. Filled with inspiring vignettes, "Mentor" shows how anyone who teaches can become a successful mentor to students.

**Book**

**Only Job Hunting Guide You'll Ever Need, The**

*Kathryn and Ross Petras, 1995*

An encyclopedia for anyone looking for a job in this everchanging market. This book will show you how to tailor your job hunt to fit your own unique circumstances and personality, and will help you land an interview and make it a positive one.

**Book**

**Negotiating Your Salary: How to Make \$1000 a Minute**

*Jack Chapman, 1996*

This book shows you how simple preparation can double your salary, and who should mention dollar amount first. Talking about salary incorrectly can knock you out before you even get a chance to interview. One phone call or one web page can tell you what salary range to ask for. Provides specific phrases to memorize that will boost your offer 10% or more.

**Book**

**Orbiting the Giant Hairball**

*Gordon Mackenzie, 1996*

A Corporate Fool's Guide to Surviving with grace.

**Book**

**New Directions in Career Planning and the Workplace**

*Edited by Jean M. Kummerow, 1991*

Ground-breaking trends in career planning and the workplace are literally reinventing the world of work. Here is a book that deals with the changing face and growing diversity of the workforce, the increased demands for satisfaction that reach into all facets of an employee's life, the need for companies to provide tools for career development as well as support for childcare and eldercare, and the growing need for competency profiling and other assessments as a means of best matching individuals to their jobs.

**Book**

**Overcoming High-Tech Anxiety**

*Beverly Goldberg, 1999*

"Overcoming High-Tech Anxiety" lays out six steps for coping, adapting, and even flourishing in the high-tech environment. It identifies specific actions you can take to improve your existing technological skills and build new ones for success in an increasingly wired world.

**Book**

**Parting Company** **Book**  
*William J. Morin and James C. Cabrera, 2000*

This third edition of "Parting Company" will show you how to take control of your present situation and guide you toward a new career that best suits your needs and aspirations. Through scores of real-life experiences and a series of thought-provoking exercises, "Parting Company" provides the building blocks you need to cope with the uncertainty of a fluctuating job market and find contentment with your career.

**Pathfinder: How to Choose or Change Your Career for a Lifetime of Satisfaction & Success, The** **Book**  
*Nicholas Lore, 1996*

For the millions of people who are looking for the perfect job, "The Pathfinder" guides them through uncertainty and confusion, straight to the goal of selecting a final career direction. Through more than 100 self tests, exercises and other diagnostic tools, this guide helps readers uncover their natural aptitudes, major interests and values, and ultimate goals.

**Perfectionism: A Sure Cure to Happiness** **Book**  
*J. Clayton Lafferty, Ph.D., Lorraine F. Lafferty, 1996*

Presents a clear understanding of perfectionism's causes, manifestations, and effects and provides information, suggestions, and techniques leading to awareness and correction.

**Personal Excellence** **Audio**  
*Kenneth H. Blanchard, 1993*

This program teaches you how to define your personal mission, values and goals. Connect with your spiritual nature without losing your drive or ambition. Understand the six principles of change.

**Peterson's Guide to Four-Year Colleges** **Book**  
*Peterson, 1997*

2,795 pages of information on 1900 schools and 400 majors.

**Peterson's Guide to Two-Year Colleges** **Book**  
*Peterson, 1996*

Information on 1400 schools with associate degree programs.

**Plan B: Converting Change into Career Opportunity** **Book**  
*Elwood N. Chapman, 1993*

Converting Change into Career Opportunity will show you how focusing on life goals will focus your career. It teaches the seven-step strategy for a successful Plan B, as well as six suggestions for marketing your Plan B.

**Point and Click Job Finder** **Book & Diskette**

*Seth Godin, 1996*

This handy book and disk set will help you get to where the jobs are on the Internet. It will teach you how to send e-mail to key decision makers, research companies on-line, network with top executives, get help with your resume, learn about a new industry, post free classified ads, and more.

**Portfolio Power: The New Way to Showcase All Your Job Skills and Experience** **Book**  
*Martin Kimeldorf, Joyce Lain Kennedy, 1997*

Portfolios aren't just for artists: they can serve as an alternative to conventional resumes, showcasing skills and providing job seekers with advantages. A resource devoted to putting together a powerful business-oriented portfolio, chapters tell how to use different formats to build an impressive presentation.

**Power Interviews: Job-Winning Tactics From Fortune 500 Recruiters** **Book**  
*Neil Yeager, Lee Hough, 1998*

Two experienced career counselors share their inside knowledge - and the expert advice of Fortune 500 recruiters - to offer the ultimate guide to successful interviewing. Readers learn just what interviewers are looking for and how to project the traits that can get them the job they want. They also get the answers to the 50 most frequent interview questions.

**Power Networking** **Book**  
*Donna Fisher & Sandy Vilas, 1992*

"Power Networking" will teach you the secrets of creating a powerful personal and professional network.



<b>Power of Professionalism</b> <i>Susan Morem,</i> Susan Morem highlights the importance of professional image, especially vision-based, as the key to professional success. She sees image as made up of impression, movement, attitude, grooming, and etiquette.	Video	<b>Real People Real Jobs</b> <i>David H. Montross and Zandy B. Leibowitz, 1995</i> This book begins by introducing a four-stage model of career decision making. Each chapter introduces one of the six Holland interest types and includes interviews with people working in each of those broad career areas.	Book
<b>Preparing for Work</b> <i>JIST Publications, 1990</i> Because of the rapid changes in our economy, it has become necessary for the average worker to change jobs far more often than in the past. This book is designed to help you set objectives, form education and training options, and build skills for success.	Book	<b>Reinventing Federal Resumes: A Federal Resume Writing Workbook</b> <i>Kathryn K. Troutman, 1997</i> A tool for the federal workforce, from the author of "The Federal Resume Guidebook."	Book, CD
<b>Prioritize Organize</b> <i>Jonathan and Susan Clark, 1992</i> Learn to utilize the 15 most important minutes of a day. Learn to manage multiple priorities. Learn to communicate deadlines.	Book	<b>Resume for the New World of Job-Seeking</b> <i>Kennedy and Morrow, 1995</i> Helps job hunters write scannable resumes that computers can read.	Book
<b>Professional Presence</b> <i>American Media, Inc.,</i> Tips on image, wardrobe, and body language.	Video	<b>Resume Kit, The</b> <i>Richard H. Beatty, Richard H. Beatty, 1995</i> One of the most popular resume guides ever written. "The Resume Kit" provides proven strategies for writing the perfect resume for your ideal job. The author explores all of the resume styles, including the new linear narrative format, and provides specific advice on how to handle special problems - such as unemployment, handicaps and firings.	Book
<b>Quality Interviewing</b> <i>Robert Maddux, 1994</i> This book is designed to help you think through the selection process, and learn to conduct interviews that will lead to sound decisions based on your predetermined specifications. Those who master good interviewing skills will greatly improve the quality of their organizations.	Book	<b>Resume Shortcuts</b> <i>Robbie Miller Kaplan, 1997</i> This book will prepare you for writing a resume for today's quick change technology-oriented job market. It focuses on the importance of language and delivers the specifics for each section of a resume.	Book
<b>Quick Job Search, The</b> <i>J. Michael Farr, 1996</i> "The Quick Job Search" will teach you techniques to find a better job in less time. Job seeking requires you to act, not just learn.	Book	<b>Resumes Don't Get Jobs: The Realities &amp; Myths of Job-Hunting</b> <i>Bob Weinstein, 1993</i> Here at last is straight talk on the realities of job-hunting. Career expert Bob Weinstein's book explores 16 of the most commonly held myths, platitudes, fantasies, and fallacies about the job search - and replaces them with sound tips that get results in the real world.	Book
<b>Quick Resume &amp; Cover Letter Book</b> <i>J. Michael Farr, 1994</i> Write and use an effective resume in only one day. With lots of worksheets and examples, this is an excellent book for use in resume writing courses and its extensive content and many sample resumes make it a good reference book as well. More than 70 sample resumes by professional resume writers are included.	Book		

**Resumes for Business Management Careers** **Book**  
*VGM Career Horizons, 1992*

Resumes for Business Management Careers identifies the essential ingredients for a successful resume for the business profession. This book has cover letters, sample resumes, and can help you make the kind of first impression that leads to interviews and job offers.

**Resumes for Communications Careers** **Book**  
*VGM Career Horizons, 1997*

This book identifies the essential ingredients for a resume for the communications professional. It includes sample resumes, cover letters, and worksheets to help you prepare the resume.

**Resumes for Dummies** **Book**  
*Joyce Lain Kennedy, 1998*

The bad news is that without an effective resume, you don't stand a chance in today's job market. The good news is that creating a killer resume isn't difficult- if you know how. In "Resumes for Dummies," nationally syndicated columnist Joyce Lain Kennedy reveals the resume secrets of professional headhunters and human resource directors. Follow these guidelines, and your resume is sure to make it to the top of the pile. Full of the practical, step-by-step guidance you need, "Resumes for Dummies" steers you away from the dreaded 20 most common resume mistakes and toward the winning phrases and eye-catching organization shared by all effective resumes. Plus, you will find an invaluable collection of electronic and computer resources that you can use to put yourself on a fast track to the job of your dreams.

**Resumes for Education Careers** **Book**  
*VGM Career Horizons, 1992*

A strong resume can be the single most important factor in landing the right job. This practical guide identifies the essential ingredients of a successful resume for the education professional. Includes samples and worksheets.

**Resumes for Ex-Military Personnel** **Book**  
*VGM Career Horizons, 1996*

This book is designed especially for ex-military personnel who want to re-enter the job market. Includes sample resumes, cover letters, and worksheets. It can help you make the kind of first impression that leads to interviews and job offers.

**Resumes for Government Careers** **Book**  
*VGM Career Horizons, 1996*

This book was designed specifically for those who are seeking a position within the government. It includes 100 samples of resumes, letters and worksheets that will help you gather information for drafting your resume.

**Resumes for High Tech Careers** **Book**  
*VGM Career Horizons, 1998*

This book was designed to provide the essential ingredients of a successful resume for the high tech professional, including sample resumes, cover letters, and worksheets.

**Resumes for Professionals** **Book**  
*Bernard Haldane Associates, 2000*

Designed for professionals seeking to change jobs or careers or experiencing job loss, the book also dispels numerous myths and includes a rich collection of resumes drawn from the files of Haldane clients. These principle-based resumes clearly illustrate how you can craft a resume that grabs the attention of employers.

**Resumes for Scientific and Technical Careers** **Book**  
*1996*

This book identifies the essential ingredients of a successful resume for the scientific and technical professional. It can help you write a concise, stylish and easy to read resume that will be noticed.

**Resumes for the First Time Job Hunter** **Book**  
*VGM Career Horizons, 1997*

This practical guide identifies the essential ingredients of a successful resume for the first time job hunter, with sample resumes, worksheets, and tips on writing and vocabulary.

**Resumes for the Mid-Career Job Changer** **Book**  
*Editors of VGM Career Horizons, 1996*

This book provides nearly 100 sample resumes, numerous sample cover letters, worksheets, and explanations of the most popular resume formats.

<p><b>Risk-Taking: 50 Ways to Turn Risks into Rewards</b>  <i>Marlene Caroselli and David Harris, 1993</i>          You can change your traditional ways of thinking and acting by taking well-planned risks. These 25 low risks and 25 higher risks will help create your own opportunities for job advancement and personal improvement. These activities are so adaptable you'll use them over and over to meet new goals and reach higher success levels.</p>	<p><b>Book</b></p>	<p><b>Senior Executive Interview, The</b>  <i>DBM Publishing, 1989</i>          This video addresses the needs of top-level employees seeking new employment in a similar or better position.</p> <p><b>Setting and Achieving Your Goals</b>  <i>American Management Association, 1992</i>          The AMA offers a practical approach.</p> <p><b>Video</b></p>
<p><b>S.O.S. Guide to Effective Networking, The</b></p> <p>The Best Way to Get the Job You Want. Approximately 70% of the time, people find out about their jobs through networking. This guide will help you with the techniques for effective networking, including how to build a helpful network, how to use it when you are job hunting, what to say to people on the phone, and more.</p>	<p><b>Book</b></p>	<p><b>Simple Steps to Impossible Dreams: ... Power Secrets of the World's Most Successful Men &amp; Women</b>  <i>Steve Scott, 1998</i>          From America's #1 marketing entrepreneur comes a highly motivational guide to making dreams come true. Based on Franklin Covey seminars, this unique curriculum outlines specific suggestions for overcoming the barriers that often hold us back, including fear of failure, lack of a clear vision or limited financial resources.</p> <p><b>Book</b></p>
<p><b>Savvy Resume Writer, The</b>  <i>Ron and Carly Krannich, 2000</i>          Employers are looking for a different type of employee - - one who is both focused and predictable. This book helps you project that image.</p>	<p><b>Book</b></p>	<p><b>Six-Figure Consulting</b>  <i>Dr. Gary Scott Goodman, 1997</i>          Be your own boss! Set your own hours! Control your destiny! Getting your own consultant business off the ground requires plenty of leg work; this book will provide you with some advice for getting started.</p> <p><b>Book</b></p>
<p><b>Selecting and Working With Consultants: A Guide for Clients</b>  <i>Thomas Ucko, 1990</i>          This booklet discusses the process of hiring and guiding a consultant.</p>	<p><b>Book</b></p>	<p><b>Skills Advantage, The</b>  <i>J. Michael Farr &amp; Susan Christophersen, 1994</i>          "The Skills Advantage" will help you communicate your skills to employers and anyone else. With the use of several worksheets, you will create your own skills data base which highlights key experiences in your life. You will then learn how to use your data base to prove your skills, develop goals, and identify other resources to satisfy your needs.</p> <p><b>Book</b></p>
<p><b>Self Esteem and Peak Performance (Vol. 1)</b>  <i>CareerTrack Publications, 1988</i>          The key to high self-esteem and the importance of risk taking in achieving peak performance.</p>	<p><b>Video</b></p>	
<p><b>Self Esteem and Peak Performance (Vol. 2)</b>  <i>CareerTrack Publications, 1988</i>          Ten steps to peak performance.</p>	<p><b>Video</b></p>	
<p><b>Self-Empowerment for Women</b>  <i>Susan Carnahan, 1992</i>          Topics include ways to improve self-management, self-esteem, self-reliance and self-control.</p>	<p><b>Video</b></p>	

**Skills Identification**  
*JIST Publications, 1994*

**Video**

FACT: Many people do not realize they have hundreds of skills! FACT: Many people do not know that some of their skills are more important than others! FACT: People who know their skills write better resumes and do better in interviews! Simply put, skills are things a person can do. Skills can also be part of a person's basic personality, like the ability to get along with others. So it is important for people to know what they do best and enjoy the most. This award-winning video helps viewers understand what skills are, identify the hundreds of skills they possess, and clarify which skills are the most important in a competitive job market. Good skills identification is the foundation for improved career decisions and a fast, effective job search.

**So Who's Perfect?**  
*Salenger Films, 1984*

**Video**

Criticism is important for growth and improvement. This film teaches how to give and receive criticism effectively.

**Soul Work**  
*Deborah P. Bloch & Lee J. Richmond, 1998*

**Book**

"Soul Work" offers a unique opportunity to reassess your career and connect it to the things that most bring meaning to your life. It also examines the concept of career within the context of seven spiritual themes: change, balance, energy, community, harmony, calling, and unity.

**Stay In Control**  
*Carla Krystin Andrade, 1994*

**Book**

Take control of your job search, now! And stay in control using Carla Krystin Andrade's proven, sound advice for building your winning job-hunting strategy.

**Stepping Out of Your Government Career**

**Video**

*Associates Relocation Management Company,*

This step-by-step video will present a scenario much like what you are experiencing now. You will be shown how ARMC can help you by explaining the relocation process, arranging for appraisals and inspections, and obtaining a Broker's Market Analysis.

**Stop Postponing the Rest of Your Life**  
*Paul Stevens, 1993*

**Book**

This book focuses on career analysis, decision learning, and transition training.

**Strategic Job-Jumping: 50 Very Smart Tactics for Building Your Career**

**Book**

*Julia Hartman, 1997*

Job jumping is unavoidable in today's marketplace - but with this book, readers can make the leap and land on their feet in high-paying, highly satisfying jobs. They'll learn how to set career goals, parlay experience into higher paying positions, and network productively on and off the job - in person and on-line.

**Strategic Resumes**  
*Marci Mahoney, 1992*

**Book**

"Strategic Resumes" offers readers the chance to rethink their personal marketing tools in a series of exercises, resume development strategies, and the eight-step resume production process.

**Strategies for Career Success for Women On the Move**  
*Sharon Crain, Ph.D., 1985*

**Audio**

Topics include: The Importance of Visual Image; Developing Credible Voice Patterns; Preparing for the Interview; Interviewing Strategies; Your Career Planning Strategy; Determining Present Career Direction; Being Appropriately Assertive; Hazards of Female Communication Style; Basic Negotiating Skills; The Formula for Making the Best Decision; Maintaining Composure Under Trying Circumstances; and using Humor to Develop Rapport.

**Study Skills Strategies**  
*Uelaine Lengefeld, 1994*

**Book**

Used by more than 300 colleges, this book contains exercises, questions, tips and self-tests that will help a reader develop a good attitude toward studying. Topics include note taking, time management, memory techniques, exam strategies, critical thinking and mathematical study skills. A timesaving, inexpensive way to acquire quality study skills.

**Success Essentials**  
*American Management Association, 1993*

**Audio**

This series covers a wide variety of management topics, including effective delegation, motivating yourself and others, managing problem employees, solving customer problems, and getting results through teamwork.

<b>Success is a Choice</b> <i>Rick Pitino, Bill Reynolds, Suzanne Oaks, 1997</i> The coast-to-coast best-seller that makes Rick Pitino, head coach of the Boston Celtics, a reader's personal coach. "Success is a Choice" features Pitino's ultimate ten-point program for winning the game of life.	Book	<b>Taking Control of Your Workday</b> <i>CareerTrack, 1996</i> By some estimates, white collar professionals can waste up to 40 percent of their day. Not because they're lazy. Not because they're unmotivated. But because they were never taught how to manage the fast pace, constant change and growing workload of today's work world. This program teaches you how to set and accomplish your own priorities without ignoring other people's demands. You'll learn to overcome the distractions that can sabotage your best intentions. You'll see how to prioritize quickly and logically...and conquer procrastination. You'll also learn communication skills that build links with your coworkers and make work flow more smoothly.	Video
<b>Survival Jobs</b> <i>Deborah Jacobson, 1998</i> Written by one who has traveled the survival-job road, this guide to finding a satisfying job that will keep food on the table while one focuses on less lucrative dreams introduces opportunities both on and off the beaten path to suit a wide variety of schedules, skills and personalities.	Book		
<b>Sweaty Palms: The Neglected Art of Being Interviewed</b> <i>Anthony Medley, 1991</i> A well-organized guide with cartoons.	Book	<b>Targeting the Job You Want</b> <i>Kate Wendleton, 1997</i> Learning how to manage our own career is the only job security we can expect. And this book will show you how to do it. It presents a targeted, strategic approach to career development and job search.	Book
<b>Take Charge of Your Career</b> <i>Daniel Moreau, 1996</i> "Take Charge of Your Career" is the complete tool kit you need to make decisions on the best career path to take. Contains profiles of real people who faced tough career choices and turned them into opportunities for a successful transition.	Book	<b>Ten Minute Guide to Job Interviews</b> <i>Dana Morgan, 1998</i> Your Quick-and-Easy Primer to a Successful Job Interview. Does the thought of interviewing make you break out in a cold sweat? Relax- Just take a look inside the "10 Minute Guide to Job Interviews." It's the fastest, simplest way to learn the techniques that will help you ace every job interview. Each information-packed 10-minute lesson is filled with tips and strategies that will get you the job you want.	Book
<b>Take Charge of Your Federal Career</b> <i>Dennis Damp, 1998</i> This book explores many facets of careering, from preparing IDP'S and networking, to optimizing the interview and moving to career success.	Book	<b>Three Boxes of Life, The</b> <i>Richard N. Bolles, 1981</i> This book is an introduction to Life/work planning and looking at all three parts of your life.	Book
<b>Take Yourself to the Top: The Secrets of America's #1 Career Coach</b> <i>Laura Fortgang, 1998</i> America's #1 career coach, whose clients include Johnson & Johnson, the Disney Corporation and the New York State Board of Labor, offers her secrets for success.	Book		
<b>Taking Charge of Your Own Career</b> <i>Donna Moore and Susan Vanderwey, 1994</i> This is a user-friendly, highly interactive do-it-yourself guide to working with the nation's largest employer, the Federal Government.	Book		

**Through the Brick Wall: How to Job Hunt in a Tight Market** **Book**  
*Kate Wendleton, 1992*

The phrase "job-hunt" has taken on a new, and often close-to-home significance for a growing number of people. The hundreds of overqualified applicants vying for a single job reflect the keen competition for employment. Wendleton, a job counselor and lecturer, gives job seekers an edge by outlining the process of thinking about a career change, targeting a possible job, positioning for an interview, following up, negotiating salary, and beginning a new job. Her emphasis is on being systematic. Especially appealing are the anecdotes sprinkled throughout as well as the section "When You've Lost the Spirit to Job Hunt." There are mini-questionnaires, sample resumes, and letters. All in all, this is a sensible, useful, easy-to-read book that will help people in this time of down-sizing and restructuring.

**Tom Jackson's Interview Express: The Fastest Way to Your Best Job Offer** **Book**  
*Tom Jackson, Bill Buckingham, 1993*

Prepare for a winning job interview in 10 easy steps. Jackson covers analyzing opportunities, creating unforgettable first impressions, painting a picture of success, proving a point, reinforcing the positive, "getting to yes" emergency measures and more.

**Top 10 Fears of Job Seekers, The** **Book**  
*Garry Joseph Grappo, 1996*

The author outlines the ten most common fears experienced by job hunters. He shows you how to overcome your anxieties and offers realistic, straightforward advice and step by step actions to turn your situation around.

**Transitions: Choices for Mid-Career Changers** **Video**  
*Park Avenue Productions, 1988*

"Transitions: Choices for Mid-Career Changers" profiles the lives of four individuals whose worlds are turned upside down when they find themselves out of work but not able or ready to retire. They learn that the key to surviving joblessness is to look to their pasts for their future direction. This video will show you what others have done to start over and give you solid advice on how you can do the same. You will see that often change and transition offer an opportunity to grow.

**Trashproof Resumes** **Book**  
*Timothy D. Haft, 1995*

Published by the Princeton Review, this is Your Guide to Cracking the Job Market. A trashproof resume is defined as one that defies waste baskets, resists recycling bins, and works its way to the top of the pile to get you an interview. This book will show you how to write an awe-inspiring resume that gets you in that all important door.

**Two Best Ways to Find a Job** **Video**  
*JIST Publications, 1998*

For 80% of the job seekers in today's market, a successful job search comes from networking and making direct contacts with employers. These two proven techniques make a huge difference not only in getting a job but also in getting a better job in less time. JIST's newest video touches on other job search methods, but shows statistics on how few actually succeed in getting jobs in this way. Tips are offered on using these methods to supplement the two best ways. The video then moves on to the best job search methods; networking and making direct employer contacts.

**Type Talk At Work: How the Sixteen Personality Types Determine Your Success On the Job** **Book**  
*Otto Kroeger, Janet M. Thuesen, 1993*

A snowman that is starting to melt as the weather gets warmer decides that he should go to the North Pole for Christmas. With this revolutionary look at understanding the workplace and thriving in it, you can learn to be more effective on the job, and get the most from your employees - and employers - using the authors' renowned system of typography.

**U.S. Industrial Outlook** **Book**  
*U.S. Dept. of Commerce, 1994*

A comprehensive overview of U.S. industries containing information important to anyone making career decisions. This book also includes: the latest data in 450 tables and charts, profiles of international competitiveness, international trade forecasts and environmental reviews.

**Up is Not the Only Way** **Book**  
*Beverly L. Kaye, 1997*

This book, which has been newly revised and updated, offers the career development professional a host of hands-on tools, action lists, and practical how-to's for helping individuals and employers adapt to the career dynamics of contemporary work life. Includes case studies, and new exercises on soliciting and giving feedback, evaluation methods, networking, and more.

**Using the Internet in Your Job Search** **Book**  
*Fred E. Jandt & Mary B. Nemnich, 1997*

"Hands-on" guide for job seekers with access to the Internet. This book explains how to: connect to the Internet, find job listings, research potential employers, get leads through new groups, adapt standard resumes for electronic format, and get the readers' attention on the first screen. Also includes valuable advice on the psychology of using the Internet in the job search, and legal and ethical issues.

**Video Guide to JIST's Self-Directed Job Search** **Video**  
*JIST Publications, 1994*

A complete job search course! This compelling, professional series offers outcome-oriented, self-directed job search methods - methods that have been proven to cut job search time in half. The content comes from material developed by J. Michael Farr, whose books on the job search have sold nearly 2 million copies worldwide. This is a bestselling series for JIST, and here are some reasons why: Each of the 10 videos covers a specific job search topic in-depth and presents practical, results-oriented techniques. Network news quality.

**Virtual College** **Book**  
*Pam Dixon, 1999*

A quick guide to all you need to know to get the degree you want with computer, audio, and other distance learning tools.

**Virtual HR** **Book**  
*John W. Jones, 1998*

Virtual HR examines the use of resources such as the Internet, World Wide Web, company Intranets and other technologies now in use by human resource professionals and provides a workbook approach to evaluating your own environment.

**Walk the Talk and Get the Results You Want** **Book**  
*Eric Harvey and Alexander Lucia,*

In less than two hours, you will learn the answers to some of today's most pressing business challenges. Walk the Talk will help you produce lasting results, achieve a positive change, and realize success in your business and personal life. Follow the principles in this compelling allegory and discover how to bring life to your organization and capitalize on its true potential.

**Walking the Walk Together: An Employee Handbook** **Book**  
*Eric Harvey and Alexander Lucia, 1995*

This easy-to-read handbook addresses the "Walk the Talk" challenge from an employee's perspective. It examines commonly held misconceptions and fallacies about value-driven practices and pinpoints 10 critical behaviors every employee must adopt to build an environment of business partnership and join management on the "Walk-the-Talk" journey.

**We Are All Self-Employed** **Book**  
*Cliff Hakim, 1995*

As organizations reshape themselves to compete in the global economy, the employee-employer contract has been broken. The drastically changing world of work demands a new social contract: one that says we are all self-employed whether we work inside or outside the organization. Hakim illustrates how approaching the marketplace as an independent problem-solver and interdependent collaborator can aid you in your search.

**We've Got to Start Meeting Like This!** **Book**  
*Roger K. Mosvick & Robert B. Nelson, 1996*

Reading this book will make a difference in your career and in the success of your organization.

**What Color is Your Parachute?** **Book**  
*Richard Nelson Bolles, 1998*

This book is revised and updated annually. There are chapters dedicated to the impatient job hunter, as well as the determined job hunter and the career changer. The new edition also includes information on how to job hunt on the Internet.

**What Employers Really Want** **Book**  
*Barbara Spencer Hawk, 1998*

This groundbreaking book gives you the candid and straightforward opinions of the managers and business leaders who decide who gets invited for an interview and who is left sitting by the phone.

**When You Lose Your Job** **Book**  
*Cliff Hakim, 1993*

This book becomes a practical guide, with helpful suggestions, such as "Ten Commandments for Winning Interviews," and tools, such as "Life, Inc.," you can refer to and use any time throughout your journey.

**Why Should I Hire You?****Video &  
Book*****J. Michael Farr & Susan Chrisophersen, 1996***

This video program will help you answer this interview question as well as many others. It will also help you understand what employers look for in the people they hire. This knowledge will help you review your background and give examples of how you can do the job.

**Winning Attitude, The  
*Art Mortell, 1986*****Audio**

These tapes discuss topics ranging from your uniqueness to the benefits of failure, and how not to take rejection personally.

**Women's Job Search Handbook, The  
*Gerri Bloomberg and Margaret Holden,*****Book**

This book will be a highly valuable resource for women who are ready to seek out new challenges in the workplace.

**Working Parents Help Book, The  
*Susan Crites Price and Tom Price, 1996*****Book**

The information in this book comes primarily from our interviews with mothers and fathers around the country. They told us about the frustrations of combining work and family as well as the joys. They also shared their methods of coping; ideas that we incorporated into this book.

**Working Smarter*****Michael LeBoeuf, 1987*****Audio**

You're about to discover how to set goals and priorities...cut paperwork...build a team and develop your executive ability.

**You're Hired*****Sharon McDonnell, 1995*****Book**

The book provides you the newest interview formats, the latest job-hunting tips, and guidance on resume writing. Everything you need is here to help you land the job you want.

**You're Hired*****J. Michael Farr, 1997*****Video**

The job interview is an extremely important part of the hiring process. Knowing and understanding what employers look for in people they hire can be the difference between working or staying unemployed.

**Zeroing in Process  
*Right Associates,*****Video**

This video is about job search strategies and career management for landing the job you have always wanted.



# Change Management

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## **A Fifth Discipline Resource: The Dance of Change**

*Peter Senge, 1999*

This book identifies universal challenges that organizations ultimately find themselves confronting, including the challenge of "Fear and Anxiety;" the need to diffuse learning; and the almost unavoidable misunderstandings between "true believers" and nonbelievers in a company.

**Book**

## **Blur: The Speed of Change**

*Stan Davis & Christopher Meyer, 1998*

Get ready for a whole new world - a world of blur in which traditional boundaries between product and service, capital and people, buyer and seller, and real and virtual no longer apply. Stan Davis and Christopher Meyer have a front row seat to these changes, and in this ground breaking book, they not only define the phenomenon but show businesses large and small how to thrive.

**Book**

## **Accelerating Organization Embracing the Human Face of Change, The**

*Arun Maira & Peter Scott-Morgan, 1997*

"The Accelerating Organization" offers a balanced, holistic approach to managing change that recognizes the vital importance of intelligently designed structures and of the capacity of people to learn and respond effectively to whatever happens. It reconciles and integrates such seemingly polar opposites as reengineering and learning...efficiency and creativity... action and emotion... strategy and implementation... and bottom-line results and investment in the future.

**Book**

## **Champions of Change**

*David A. Nadler, 1998*

In "Champions of Change," management consultant David Nadler offers a rare inside look at how key CEOs have led some of the most difficult and successful change efforts in recent years. This highly readable guide offers leaders and managers at every level a coherent approach and compelling new repertoire of concepts, ideas, tools, and techniques for understanding the dynamics of change and managing it effectively.

**Book**

## **Adapting to Change: Making It Work for You**

*Carol K. Gorman, 1993*

Learn to use your creativity to meet the challenges of change, and for success.

**Book**

## **Change Agent, The**

*Terry Dwyer, 2000*

This book gives pointers on how to make meaningful changes happen that are right for you and right for your company.

**Book**

## **All Change Part 1: Change for the Better**

*Video Arts, 1988*

This film highlights the techniques managers should use when trying to identify what changes to make.

**Video**

## **Change Agents**

*Manuel London, 1988*

The author describes how human resource professionals can become effective change agents-how they can establish and use such roles as educator, evaluator, innovator, and consultant to effect the constant updating that keeps organizations competitive. He explains how to develop diverse HR programs that will help and prepare managers to lead change efforts. He also shows HR departments how to forge partnerships with managers to implement such companywide changes as the switch to participative management and the introduction of new technology.

**Book**

## **Blackwell Cases in Human Resource and Change Management**

*John Storey, 1996*

This book contains 26 entirely new cases from a wide range of sectors and countries. Together they capture vividly the crucial contemporary issues and trends in HR and strategic change management.

**Book**

## **Change Handbook, The**

*Edited by Peggy Holman, Tom Devane, 1999*

"The Change Handbook" describes change methods that are based on two powerful foundation assumptions: high involvement and a systemic approach to improvement.

**Book**

**Change in the Workplace (Life After Down-sizing)**

*FLI Learning, Inc., 1993*

This video is designed to help the surviving employees and supervisors deal with the changed circumstances and atmosphere that follow a down-sizing.

**Video**

**Change the World**

*Robert E. Quinn, 2000*

Faced with the complexities of today's world, it's all too easy to view ourselves as passive observers or powerless victims. We want to change our realities, but lack the motivation to do so. "Change the World" shows us how to use personal transformation to positively impact our families, organizations, businesses and the world at large.

**Book**

**Change Management Handbook: A Road Map to Corporate Transformation, The**

*Martin Skiera, Dorothy Berger, 1993*

The survival of today's organizations relies heavily on nimble management that can respond to and ideally keep ahead of change better than their competitors. This comprehensive guide is a desk reference designed to lead managers through the various steps of change - including clearly defining goals and processes necessary to make successful change. A change map is provided which assembles and integrates all of the pieces required to create effective, flexible organizations.

**Book**

**Changing Workplace, The**  
*Blue Sky Productions, 1988*

"The Changing Workplace" is designed to empower supervisors, managers and workers in companies committed to greater employee participation. It looks at the anxiety-provoking issue of role change through the eyes of many people whose roles have changed.

**Video**

**Changing by Design**  
*Deone Zell, 1997*

In the first analytic book about Hewlett-Packard, Zell offers an ethnography of corporate redesign, documenting Hewlett-Packard's radical reorganization of both a manufacturing and a research division. Zell demonstrates how the inclusion of employees in every step of redesign can inspire the knowledge and commitment to transform an organization.

**Book**

**Change Masters, The**  
*Rosabeth Moss Kanter, 1983*

Defines the circumstances under which innovation flourishes within an organization.

**Book**

**Change Navigator, The**  
*Kurt Hanks, 1994*

A "quick read" Crisp publication, this book shows how to prepare a new kind of leader for an uncharted tomorrow. It is a unique method for those who feel that conventional wisdom will not prepare us for what is lurking around tomorrow's corner. It contains a new process for transforming, and shows how to better see what is coming and to thrive in the treacherous waters of quantum change.

**Book**

**Competing for The Future**  
*Gary Hamel & C.K. Prahalad, 1995*

This video shows executives how to seize control of their future. It is for those who are not content to follow, for those who believe that the best way to win is to rewrite the rules, for those who are unafraid to challenge the status quo, for those who are more inclined to build up than to cut down, for those who are more concerned with making a difference than making a career, and for those who are absolutely committed to staking out the future first.

**Video**

**Change Style Indicator**  
*W. Christopher Musselwhite, 1998*

This facilitator's guide is designed to capture an individual's preferences in approaching change and in dealing with situations that involve change.

**Book**

**Coping With Change in the Workplace**  
*Pat Gaik and Susan Moiz, 1995*

This video focuses on how people's reactions to change either help or hinder their acclimation to it and how all employees will be accountable for their actions. This step-by-step video looks at change from the perspectives of both management and employee.

**Video**

**Coping With Workplace Change***J. Shep Jeffreys, Ed.D., 1995*

Understanding and coping with workplace change, loss, grief, and employee reaction to change.

**Book****Creating Paths of Change***Will McWhinney, Ph.D., 1997*

"Creating Paths of Change" provides you with a powerful process to getting things done. This approach teaches you how to select a path of change that suits you as the initiator of action, how to choose team members who will work constructively with you, and how to recognize the different ways in which others may define the problem situation.

**Book****Creating Strategic Change***William A. Pasmore, 1994*

"Creating Strategic Change" provides a set of guidelines for designing, implementing, and managing the fundamental changes that companies need to make if they are equal to the challenges of today's business world.

**Book****Dance of Change, The***Peter Senge, 1999*

Written for managers and executives at every level of an organization, reveals how business leaders can work together to anticipate the challenges that profound change will ultimately force the organization to face.

**Audio Tape****Days of Change***CMR Films,*

This film looks at change from the individual's perspective, helping viewers understand their own thoughts, feelings and behavior. It also brings an appreciation of how others feel when confronted by change.

**Video****Dealing With Organizational Change***Kathryn Church, CEAP, 1996*

This book offers practical steps you can take to survive turbulence and make change work to your advantage. Federal employment has been considered a virtual guarantee of secure, lifetime employment. But even if this used to be true, rapid change - including RIFs, furloughs, layoffs, and budget reductions - demonstrate it isn't true any longer.

**Book****Deep Change***Robert E. Quinn,*

Open this book at your own risk. It contains ideas that may lead to a profound self-awakening. An introspective journey for those in the trenches of today's modern organizations, Deep Change is a survival manual for finding our own internal leadership power.

**Book****Disconnected***Barbara Rudolph, 1998*

With empathy and a reporter's instinct for telling detail, Rudolph eloquently portrays the full impact of downsizing on six individuals and their families.

**Book****Discontinuous Change - Leading Organizational Transformation***Robert B. Shaw, Elise Walton and Associates, 1995*

Authors and colleagues share their insights into the dynamics of organizational transformation and offer a diagnostic framework for leading organizations through periods of radical change.

**Book****Employee Handbook for Organizational Change, The***Price Pritchett and Ron Pound, 1994*

This is the Age of Instability, where managing change is everybody's job. Think of it as your personal assignment. This book will teach you the differences between myth and reality during these times of rapid change. And find out how you can become a change agent in your organization.

**Book****Firing Up Commitment During Organizational Change***Price Pritchett, 1996*

At the very time an organization needs the best performance out of people, change often leaves job commitment lying wounded and weak. But change CAN be used to charge up the organization. That's because change opens up doors to people's hearts and minds that otherwise might stay forever locked. The secret is to meet people at their point of need. The 14 guidelines in this handbook explain how you can counter the effects of change.

**Book****Future Wealth***Davis and Meyer, 2000*

"Future Wealth" is a masterpiece, full of breakthrough insight and bold recommendations. A must read for both individuals and companies.

**Book**

**Going to Plan B: How You Can Cope, Regroup, & Start Your Life On a New Path**

**Book**

*Nancy K. Schlossberg, Susan Porter, 1995*

In a culture of high hopes and great achievements, where we are expected to "just do it" what happens when our best laid plans and great expectations fail to materialize? "Going to Plan B" explores how people react when something doesn't happen and outlines a reclamation process for transforming old expectations.

**Guiding Employees Through Change**

**Video**

*Richard S. Deems, 1995*

When your employees know how to make change work for them, they will make it work for the entire organization. The consultant in this live video workshop provides proven techniques to help you guide your employees through the change process.

**Harvard Business Review on Change**

**Book**

*Harvard Business School Press, 1998*

"Harvard Business Review on Change" comes as an opportunity to reconsider, reassess, or discover for the first time many landmark ideas from some of the leading change management minds in the world.

**High Velocity Culture Change**

**Book**

*Pritchett and Associates, 1994*

Suggests that the approach to changing the culture should be out of character for the organization, choosing methods that stand in stark contrast.

**Introduction to Action Research**

**Book**

*Davydd J. Greenwood and Morten Levin, 1998*

"Introduction to Action Research" presents an approach that emphasizes the social responsibility of the investigator to get involved in research that really matters to the people who will be affected by it. "Introduction to Action Research" introduces the history, philosophy, social change agenda, methodologies, ethical arguments for, and fieldwork tools of AR.

**Leader's Change Handbook, The**

**Book**

*Jay Conger and Gretchen Spreitzer, 1999*

This book is a product of some of the nation's top business researchers and practitioners, who met together at the University of Southern California in order to shape their experiences, ask tough questions, and conspire to create the most up to date authoritative book on the subject. These authors have compiled the best of current thinking on change within an organization.

**Leading Change**

**Audio Tape**

*John Kotter, 1996*

The world's foremost expert on business leadership distills twenty-five years of experience and wisdom based on lessons he has learned from scores of organizations and businesses to write this visionary guide. The result is a very personal book that is at once clear headed, and filled with important implications for the future.

**Leading Organizational Change**

**Book**

*Jack J. Phillips, Elwood F. Holton, III, 1997*

"Leading Organizational Change" presents 14 case studies that clearly show how HRD and HRD interventions can lead change in organizations. Shows how human resource development can lead change, and not just follow.

**Making Change Irresistible**

**Book**

*Ken Hultman, 1998*

"Making Change Irresistible" provides executives, managers, and consultants with a practical step-by-step method for helping employees adapt to the rapid change that is an integral part of the modern workplace.

**Making Change Work for You**

**Book**

*Richard S. Deems, 1995*

Helps to understand "yourself" and others and the dynamics of change, and "how to make change work for you."

**Managing at the Speed of Change**

**Book**

*Daryl R. Conner, 1992*

This book is based on the premise that you must know how to make changes quickly, effectively, economically, and with as little political fallout as possible, or you are bound to fail. This book will help you to meet today's challenges with confidence, by teaching you to negotiate the change process.

**Managing Change****Book &  
Diskettes***Cynthia D. Scott, Ph.D., and Dennis T. Jaffe, 1995*

In an uncertain business world filled with merger, deregulation and down-sizing, it is important to know how to handle change. Change leadership is not a skill reserved just for top management. This CBT course shows you how to build a motivated, productive work force in a changing environment.

**Managing Change and Transition****Video***W.R. Shirah, 1983*

Each day changes, small and great, take place in both our personal and professional lives. The successful manager must understand the five dynamic steps of change and how to guide his/her staff through them.

**Managing Change At Work: Leading  
People Through Organizational  
Transitions****Book***Dennis T. Jaffe, 1995*

For managers who must act as change agents and build a motivated and productive work force in a changing environment.

**Managing Strategic Change****Book***Noel Tichy,*

The organization's inability to adapt to change is perhaps the greatest threat to its survival. This book equips managers and planners with an integrated set of concepts and practical technologies for managing major strategic reorientation.

**Mandate for Change****Book***Will Marshall and Martin Schram, 1993*

Offers creative ideas for tackling America's toughest problems and a new governing philosophy based on opportunity, responsibility, and community.

**Power Shift****Book***Alvin Toffler, 1991*

This is a book about power at the edge of the 21st century. It deals with violence, wealth, and knowledge and the roles they play in our lives. The forces now shaking power at every level of the human system will become more intense and pervasive in the years ahead. A powershift does not merely transfer power, it transforms it.

**Preferred Futuring****Book***Lawrence L. Lippitt, 1998*

Grounded in sound change theory and a thirty-year history of successful practice, "Preferred Futuring" details the first strategic change model that shifted the emphasis from problem-solving to envisioning a preferred future. This proven process mobilizes everyone in a whole human system to envision the future they want, then develop strategies to get there.

**Resilience: A Change for the Better;  
Navigating At the Speed of Change****Video**

This tape spotlights two topics, demystifying change management with concepts that have stood the rigor of the marketplace, and then postulating that increasing individuals' ability to assimilate more change factors is the answer to today's "management in permanent white water" problem.

**Resistance: Moving Beyond the  
Barriers to Change****Book***Price Pritchett, 1996*

What does it take to win in today's world of hyper-change? It takes speed, adaptability, innovativeness, and a hair-trigger responsiveness to the rapidly changing marketplace. People need to be aligned, moving in the same direction. Energy needs to be focused on moving forward, instead of protecting the past or defending the status quo. Top to bottom, wall to wall, people need to stop resisting and start driving change. The 16 guidelines in this handbook show you how to rechannel the precious energy that's being wasted on resistance.

**Rules for Revolutionaries****Book***Guy Kawasaki, 1998*

"Rules for Revolutionaries" inspires world-changing innovation - - this time using his battle-tested lessons to help revolutionaries become visionaries. With his trademark irreverence and go-for-broke attitude, Kawasaki lays out the solutions to the challenges that companies must meet to change the world.

**Shape of Things to Come, The***Video Arts, 1988*

This film teaches managers the three steps to follow in implementing their chosen changes.

### **Taking Charge of Change z**

**Video**

In this video, you will see three separate personal reactions to change. This video proceeds to explore a wide range of issues, both organizational and psychological.

### **Terms of Engagement**

**Book**

*Richard H. Axelrod, 2000*

"Terms of Engagement" presents a powerful new alternative - the engagement paradigm - that provides leaders with a practical, principle-based strategy for creating successful change outcomes.

### **Transformation Imperative, The**

**Book**

*Thomas E. Vollmann, 1996*

"The Transformation Imperative" presents useful tools and a practical framework for analyzing, implementing, and measuring change programs as well as for linking big picture strategy with the nuts-and-bolts of change management.

### **Turbulent Change**

**Book**

*Peter R. Garber, 1999*

Packed with practical strategies and revealing insights, "Turbulent Change" presents examples, stories, exercises, questionnaires, and worksheets to help you look objectively at change, create a new personal agenda, and take control of your job and career.

### **Understanding Organizational Change: Converting Theory into Practice**

**Book**

*Lynn B. Fossum, 1989*

Readers learn how to understand and cope with organizational change.

### **Working Through Change**

**Video**

*Great Performance, 1992*

This video will help you understand change and understand yourself. It will also help you understand what's happening to your co-workers.

# Communication

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## **101 Secrets of Highly Effective Speakers: Controlling Fear, Commanding Attention**

*Caryl Rae Krannich, Ph.D., 1998*

Communication and career experts reveal 101 of the most important secrets of highly effective speakers. Organized according to each step in the presentation process, This pulls together the major principles and techniques used by today's most effective speakers.

**Book**

## **Bridging Differences**

*William B. Gudykunst, 1998*

The author draws from current research and theory to show how to apply this material toward the goal of more effective intergroup communication. The importance of group differences and nonverbal communication is addressed, as well as managing conflict, developing relationships, and building community.

**Book**

## **9 Deadliest Sins of Communication, The**

*CareerTrack, 1997*

You can trace almost every workplace failure or faux pas to poor communication skills on someone's part. But most foul-ups could have been averted if people only knew the 9 Deadliest Sins of Communication and how to avoid them. Whether you're the guilty co-worker or customer who's at fault, this program offers solutions that can dramatically improve the way you communicate with each other.

**Video**

## **Business Week Guide to Multimedia Presentations**

*Robert Lindstrom, 1994*

The ideal resource book for making your presentations more dynamic, more exciting, and more convincing. Examines the software, hardware and techniques that enable anyone to utilize multimedia effectively and efficiently for vibrant presentations.

**Book, CD**

## **Abilene Paradox**

*Dr. Jerry Harvey, 1991*

A story illustrating the problems many people have communicating their true feelings. The video demonstrates how saying what you mean rather than what you think others would like to hear can solve basic communication problems.

**Video**

## **Business Writing Skills (Vol. 1)**

*CareerTrack, 1989*

How to get your ideas read and acted on.

**Video**

## **Business Writing Skills (Vol. 2)**

*CareerTrack, 1989*

How to add clarity and style to your writing.

**Video**

## **ARTS of Criticism... Giving and Taking, The**

*Kantola Productions,*

How to give and take criticism.

**Video**

## **Communication for Results**

*AIMS Media, 1992*

This program illustrates the importance of developing effective communication skills as it examines an encounter between Jack and his boss Harold, who blame their communication problems on each other.

**Video**

## **Basic Telephone Skills**

*Telephone Doctor,*

An introduction to the essentials of managing the telephone effectively, and providing superior customer service! Presents specific examples of effective telephone skills, emphasizing exactly what should be done! Includes 10 basic tips for improving service on the telephone. Topics include: answering a business phone, accurate messages, and putting a caller on hold.

**Video**

## **Communication: The Nonverbal Agenda**

*Peter J. Jordan, et.al., 1988*

Learn how to read nonverbal messages. Learn how to give clear, consistent messages to others. This fascinating CMR video shows what to look for in nonverbal messages.

**Video**

## **Break-Through Learning Series**

*Career Track, 1992*

This audiotape learning experience is designed to help boost concentration, memory and recall powers.

**Audio**

## **Communications/Listening**

*Dr. M. Lee Minor, 1984*

A step-by-step process for effective listening and other communication skills.

**Video**

**Constructive Communication: How to Give it and How to Take it** **Video**  
*AMI, 1993*

This video helps you solve problems, strengthen trust, and increase productivity, quality and teamwork. Introduced in this exciting video are three techniques for successfully giving and receiving criticism-communicate, clarify and commit. By following these stages, criticism becomes a productive, positive means for changing behavior and gaining results.

**Controlling Interruptions** **Audio**  
*Verne Harnish, 1992*

This program will teach you how to block, delegate and prioritize interruptions so that everything gets handled and you can concentrate on important projects.

**Dealing With Conflict and Confrontation (Vol. 1)** **Video**  
*Helga Rhode,*

You'll learn a system of psychologically sound conflict solution for dealing with problems like temper tantrums, one-upmanship, out-and-out lying and more.

**Dealing With Conflict and Confrontation (Vol. 2)** **Video**  
*Helga Rhode,*

How to deal with someone who all of a sudden wants to be your friend, what to do when a conflict escalates, and more.

**Dealing With Conflict and Confrontation (Vol. 3)** **Video**  
*Helga Rhode,*

This video program will give you and your employees a proven approach you can easily use whenever a conflict does arise.

**Dealing with Difficult Participants** **Book**  
*Bob Pike & Dave Arch, 1997*

"Dealing with Difficult Participants" provides you with the knowledge and skills needed to deal with almost any difficult participant. You'll learn first how to identify the types of difficult participants, and then how to decide which technique is best suited for dealing with that individual. Finally, you'll learn the steps of each technique and how to achieve maximum results.

**Death of Distance - How the Communications Revolution Will Change Our Lives, The** **Book**  
*Frances Cairncross,*

Cairncross writes eloquently and convincingly about the cataclysmic changes sweeping across communications, and about the ways those consequences will tilt the balance between large and small, rich and poor, as they influence where companies locate, what kind of work people do, how governments raise revenue, which businesses succeed, how cities develop and more.

**Delivering Successful Presentations** **Video**  
*Amalia Barreda, 1992*

An informative step-by-step process to create and deliver a successful presentation.

**Do We Have a Deal?** **Video**  
*AIMS Media, 1991*

Based on the work of Gavin Kennedy, this video presents a streamlined approach that is easy to follow and is guaranteed to help anyone become a more confident and successful negotiator. (Trainer's Guide included)

**Effective Videoconferencing** **Book**  
*Lynn Diamond, Ph.D. and Stephanie Roberts, 1996*

This easy-to-use guide is for anyone who works collaboratively with others long distance. Its objective is to enable you to combine effective meeting techniques with state-of-the-art videoconferencing technology for productive, interactive meetings. The book focuses on how to plan and conduct two-way videoconferencing meetings. It discusses types of networks, and equipment, and includes practical tips on scheduling meetings, room setup, and seating arrangements. There is also a glossary of terminology, a videoconference planning checklist, and videoconference storyboard.

**Elements of Style, The** **Book**  
*William Strunk Jr., E.B. White, 1979*

A timeless book that gives in brief space the principal requirements of plain English style. It concentrates on fundamentals: the rules of usage and principles of composition most commonly violated.



<b>Executive's Portfolio of Model Speeches for all Occasions</b> <i>Diana Booher, 1991</i> This book provides complete "off-the-rack" models for all business occasions. With minor revisions on names, places, and dates, or the insertion of specific details, these speeches are ready for use today or tomorrow.	Book	<b>From "NO" to "YES"</b> <i>Video Arts, 1988</i> This film is about the art of persuasion and the skills that are necessary to accomplish this.	Video.
<b>Feedback Solutions - Giving Feedback - Basic Skills</b> <i>Ash Quarry Productions, 1994</i> This practical video demonstrates how to structure the feedback you give to ensure that it is specific, balanced and timely. This video is appropriate for all levels and encourages everyone to take responsibility for giving feedback to others.	Video	<b>Getting to Yes</b> <i>Roger Fisher and William Ury, 1987</i> These two experts share proven tactics for getting what you deserve-no matter what conflicts, disputes or disagreements you face.	Audio
<b>Feedback Solutions - Giving Feedback - Advanced Skills</b> <i>Ash Quarry Productions, 1994</i> This video provides specific behavioral techniques for dealing with the four most common situations encountered when giving feedback. You will learn practical techniques to use when the person to whom you are giving feedback is not motivated to listen, is uncommitted to action, or is angry, shocked or disagreeable.	Video	<b>Getting to YES: How to Negotiate Agreement without Giving In</b> <i>Roger Fisher and William Ury, 1986</i> You'll learn how to: separate people from the problem; focus on underlying concerns, not stated demands; create options satisfying both parties; use fair procedures and fair standards; and develop a "walk away alternative" if negotiation fails.	Audio
<b>Flip Chart Power</b> <i>Bonnie E. Burn, 1996</i> Presenters, educators, managers, club leaders, and anyone who needs to lead a meeting can learn here how to make their next presentation more interactive, illustrative, and informative.	Book	<b>Giving and Receiving Feedback</b> <i>Patti Hathaway, 1998</i> This book will help you learn how to receive critical feedback, use coping mechanisms for handling critical feedback, and give constructive feedback and discuss special problems.	Book
<b>Flip Charts - How to Draw Them and How to Use Them</b> <i>Richard C. Brandt, 1986</i> You'll flip for this handbook on how to give your presentations more pizzazz. Fun and practical, it's filled with hints and illustrations you can use to maximize your flip chart expertise and become a confident communicator.	Book	<b>Grammar and Usage Seminar, The</b> <i>Fred Pryor, 1993</i> This series will help you build on your strengths, and clear problem areas and confusion.	Audio
<b>Focused Listening Skills</b> <i>CareerTrack, 1995</i> Today's professionals need to listen more and talk less. That doesn't mean sitting back passively; it means listening hard to what's being said-with feeling, empathy and understanding. Focused Listening Skills will show you exactly how to become the kind of listener people open up to, respect and admire.	Video	<b>Grammar for Business Professionals</b> <i>CareerTrack, 1993</i> In business your ideas are only as good as your ability to present them. This program demystifies the often puzzling world of grammar, word usage, sentence structure, and punctuation so you present polished, professional business communications every time.	Video
		<b>Gregg Reference Manual - 8th Edition</b> <i>William A. Sabin, 1996</i> This is the ultimate authority on business grammar and usage, including e-mail preparation and formatting. Other sections have been updated to include current business words and phrases. New sections include both text and illustrations of the variety of word processing templates available to you.	Book

**Harvard Business Review on Effective Communications****Book***Harvard Business School Press, 1999*

With topics that include how to run a successful meeting, change frontline employees' behavior, and build effective management teams, this indispensable volume offers useful tips and guidance for all business people.

**How to Deal With the Foreign Accent Telephone Doctor,****Video**

More and more today there seems to be an intolerant attitude toward those in our economy whose English is less than perfect and hard to understand. This program offers compelling reasons why all callers are created equal and shows techniques to make communication easier.

**High-Impact Business Writing CareerTrack, 1994****Video**

You've read them: the letter that's upbeat and to the point. The memo that gets action fast. The proposal that gains immediate attention. Now you can learn to pick the best approach for your target audience...break up big ideas for better readability...convey your thoughts clearly...and compose documents people want to read.

**How to Manage Anger and Handle Conflict****Video***Sally Jenkins,*

This video presents a professional approach to anger and conflict. You will learn how to: keep people from pushing your "hot buttons"; use practical tips to keep control of your emotions; deal with angry people; understand why conflict occurs; and handle the three stages of conflict.

**High-Impact Presentation and Training Skills****Book***Hendricks, Holliday, Mobley and Steinbrecher, 1994*

Proven techniques for captivating, motivating and inspiring are provided. Readers will learn to overcome fears of public speaking; build rapport and credibility with audiences; and prepare and deliver a dynamic presentation.

**I See What You Mean! Empowering Through Visual Language****Workbook/  
Guide***David Sibbet, 1981*

Group Graphics is an approach for making meetings and organizational change processes consistently more productive. It works with any size of type of group. It's trainable, uses only minimal equipment, and guarantees three benefits. Graphics increase participation, spark creativity, and produce results.

**How to Be a More Effective Group Communicator****Book***Deborah Shouse, 1996*

Are you a comfortable communicator in groups, on a team, in meetings? Are you consistently effective at getting your points across and your contributions recognized? From discovering your own group identity to assuming group leadership, this practical book will help you find your role and boost your confidence in group situations.

**Importance of Mistakes, The Video Arts, 1988****Video**

A speech on the importance of mistakes by John Cleese.

**How to Deal With Difficult People Paul Friedman, 1994****Book**

You can achieve and maintain harmony with even the most troublesome personalities when you understand underlying causes and apply specific strategies.

**Interpersonal Communication Skills Fred Pryor Seminars, 1996****Vide**

Volume One: "Making a Strong, Positive Impact on Others," You make a first impression within four minutes of meeting someone, but you get the chance to make a first impression every time you meet that person. Learn about the many aspects of a first impression and techniques to make a successful impression every time. Volume Two: "Selling Yourself" and Volume Three: "Dealing with the Downside: Difficult People and Negative Situations." Learn how to build relationships with anyone. Even difficult people can be easily handled with the practical tools presented. There are four personality types you deal with on a daily basis. Learn about each type. Learn how to use the CHARISMA model to interact with anyone.

**How to Deal With Difficult People Chuck Dymmer, 1992****Video**

Topics include the differences in people, dealing with difficult people and strategies for self-esteem.

<b>Interpreting Communication Research</b> <i>Frey, Botan, Friedman, &amp; Kreps, 1992</i> This volume clearly illuminates the communication research process, enabling readers with little or no background to become "educated readers" of published scholarly communication research.	Book	<b>Point Click &amp; Wow</b> <i>Caludyne Wilder and David Fine, 1996</i> A comprehensive book that allows business people of all levels to produce effective presentations by harnessing the power of laptop computers and software. The results are cost savings, time savings, and a feeling of confidence as you stand in front of your audience. For both the novice and seasoned presenter.	Book
<b>LifeTime Encyclopedia of Letters</b> <i>Harold E. Myers, 1998</i> This book includes models of almost a thousand letters for almost every business and personal situation, including employment letters, letters requesting information, and "thank you" letters.	Book	<b>Presentation Excellence With Walter Cronkite</b> <i>Video Publishing House, Inc., 1987</i> A complete program on presentation techniques and strategies.	Video
<b>Mastering the Art of Communication</b> <i>Michelle Fairfield Poley,</i> When you go beyond grammar and vocabulary, you'll find great, new ways to improve your listening skills, body language, and assertiveness.	Book	<b>Procrastination Cure, The</b> <i>Jane B. Burka &amp; Lenora M. Yuen, 1989</i> The audiocassettes address the following: fear of success, fear of losing the battle, the origins of becoming a procrastinator, and enlisting support from others.	Audio
<b>McGraw-Hill 36 Hour Course: Business Presentation, The</b> <i>Lani Arrendondo, 1993</i> This new and important addition to McGraw-Hill's acclaimed 36-Hour Series will help you develop the kind of strong, accomplished business presentation skills that you need in today's highly competitive business climate. In just 36 hours of convenient, self-paced study you'll learn to gain visibility for yourself and your ideas through powerful presentations, designed to command listeners' attention and influence their thinking.	Book	<b>Publicity Power</b> <i>Charles Mallory, 1989</i> This book was designed for anyone wishing to know more about the power of publicity and is a practical guide to effective promotion.	Book
<b>Negotiator: A Manual for Winners, The</b> <i>Royce A. Coffin,</i> Gives the reader tactics that can be used successfully in everything from job interviews to mergers. Coffin believes that negotiation is far more complex than the terms of an agreement. This will teach you how to negotiate, and most of all, how to win.	Book	<b>Speaker's Lifetime Library</b> <i>Leonard Spinard, 1997</i> This book is designed to make preparation of a speech much easier. The author believes that you must have a spark, and grab your audience at the outset. What is contained in this collection is the previous bricks of a speech's outer walls: the furniture and the warmth of heart must be the speaker's own.	Book
<b>New Verbal Advantage, The</b> <i>Achievement Dynamics, 1987</i> In 12 cassette tapes, you will learn more than 1,000 new words.	Audio	<b>Speaking Effectively - To One or One Thousand</b> <i>CMR Films, 1992</i> This film illustrates easy, memorable techniques for clear, persuasive public speaking and shows how to replace fear with the confidence to address audiences of any size.	Video
<b>Pocket Pics: Difficult Concepts</b> <i>, 1995</i> Using graphics to communicate at meetings.	Book	<b>Succeed by Listening</b> <i>Madelyn Burley-Allen, 1989</i> "Succeed by Listening" is a step by step approach to better communications.	Audio, Video

**Successful Negotiation** **Video**  
*Crisp Publications Inc., 1988*  
 A Video/Book set that combines a video tape with group discussions to develop successful negotiation skills. Set includes a multi-segment video, leader's guide, and workbooks.

**Successfully Manage Your Job & Yourself** **Video**  
*Business Advantage, 1977*  
 This videotape is about managing your life through humor and laughter.

**Talking From 9 to 5** **Audio**  
*Deborah Tannen, Ph.D., 1994*  
 In "Talking from 9 to 5," Tannen explores the special world of work-where we spend countless hours with people we may not understand or even like, and where the way we talk determines not only how we get the job done, but how we are evaluated for our efforts. Tannen reveals how each of us can develop the flexibility and understanding we need.

**Talking From 9 to 5, Women and Men in the Workplace: Language, Sex and Power** **Book**  
*Deborah Tannen, Ph.D., 1994*  
 "Talking From 9 to 5" brilliantly explains women's and men's conversational rituals-and the language barriers we unintentionally erect in the business world. It is a unique and invaluable guide to recognizing the verbal power games and miscommunications that cause good work to be underappreciated or go unnoticed - - an essential tool for promoting more positive and productive professional relationships among men and women.

**Technical Writer's Guide** **Book**  
*by Robert McGraw, 1996*  
 Technical communicators use different terminology and tools, including data lists, graphs, charts and drawings. In this comprehensive manual, you get practical examples and step-by-step exercises to sharpen your skills.

**Tools for Facilitating Team Meetings: Easy Ways to Help Plan, Conduct & Evaluate Team Meetings** **Book**  
*Johnna Howell, 1995*  
 This book provides easy-to-use facilitation tools and techniques that help groups bring together ideas and make decisions. Everything from writing agendas and setting ground rules to evaluating the results of your meeting is covered in this dynamic new resource.

**Trust and Betrayal in the Workplace** **Book**  
*Dennis S. Reina & Michelle L. Reina, 1999*  
 "Trust & Betrayal in the Workplace" tells you everything you need to know about trust: the power unleashed when it exists, the problems created when it doesn't and the pain suffered when it is betrayed. The authors present a powerful research-based model for building trust and healing individuals, teams, and organizations from betrayal. Their model, which has been successfully applied in a wide variety of organizations around the world, shows leaders how to begin the healing process and build an environment that supports trust in themselves, their employees, and their organizations.

**Verbal Communication: The Power of Words** **Video**  
*CMR Films,*  
 Training in communication, empowerment, total quality management, diversity management and more.

**Voice Mail - Curse or Cure?** **Video**  
*Telephone Doctor,*  
 Shows several compelling examples of how business problems can be avoided by proper use of both inbound and outbound messaging systems. The Telephone Doctor proves that leaving a detailed message is time well spent. Included are tips on recording an outgoing message as well as ideas to help new users overcome "voice phobia."

**Why Didn't I Say That** **Book**  
*Donald H. Weiss, 1994*  
 "Why Didn't I Say That" is the manager's one-stop script book for building good communication skills; and better, more productive relationships.

**Winning With Words** **Audio**  
*William Koehaline, 1985*  
 "Winning with Words" is a series of 7 audiocassettes, each presenting one hundred words that are somewhat more "advanced" than those in a minimal speaking or listening vocabulary. These are words that will enhance your mastery in the field of your choice.

**Working Woman's Communication Survival Guide** **Book**  
*Ruth Sireess, 1994*  
 This book will help you through a seven-step self-esteem building program. Topics include assertiveness, poise and confidence. Sireess discusses how to avoid speech patterns that make women ineffective and how to deal with difficult people in trying situations.

**Write it Right!****Book***Richard Andersen and Helene Hinis, 1993*

Make your writing more effective today. Learn how to use your natural writing voice and still maintain a professional tone in your business writing. Understand practical rules for grammar, punctuation, correct word and phrase usage and everything you need to write proper letters, memos, footnotes, bibliographies and more.

**Write Stuff, A Practical Guide to  
Becoming a Better Business Writer,  
The****Video**

This video explains the importance of knowing your subject matter and audience, and how writing is developed through everyday practice.

# Customer Service

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## **Who Cares?**

*Dartnell, Inc., 1994*

Set in a hospital setting, "Who Cares?" takes a very humorous look at a wide variety of customer service errors, emphasizing the importance of this sometimes overlooked area.

**Video**

## **Customer Satisfaction**

*Crisp, Inc.,*

This video shares with you how important customer relations is to you and your organization.

**Video**

## **A Passion for Customers**

*Tom Peters, 1987*

Tom Peters gets to the heart of the excellence message by taking the viewer on location to five leading customer service organizations: Federal Express, Worthington India, The Louisville Redbirds, The Limited, and University National Bank and Trust.

**Video**

## **Customer Satisfaction: The Other Half of Your Job**

*Dru Scott, 1991*

Every organization wants to improve its customer relations. This book shows the impact of quality service on customers and how to improve customer relations inside your organization.

**Book**

## **Best Practices in Customer Service**

*Ron Zemke & John A. Woods, 1998*

"Best Practices in Customer Service" is a one-stop resource that brings together the wisdom of dozens of customer service experts who explain and demonstrate how to implement the best practices available in customer service. The chapters cover everything from the classic issues like customer retention and service recovery to contemporary concerns like providing customer service on the Internet. This book also contains valuable information and tools, including a directory of web sites related to customer service topics, and other customer service information available online.

**Book**

## **Customer Service Excellence**

*Debra J. MacNeill, 1994*

"Customer Service Excellence" is designed to build and maintain the critical skills necessary to be a dynamic and successful service professional. This book takes employees through the basics of customer service and beyond. You will learn a 5-step approach to problem solving and learn the skills needed to develop and maintain solid internal and external customer relations from interactive examples and a helpful checklist included in the book.

**Book**

## **Beyond Customer Service**

*Richard Gerson, Ph.D., 1992*

This book can help you and your organization go beyond customer service to retain and satisfy established clientele.

**Book**

## **Customers As Partners: Building Relationships That Last**

*Chip Bell, 1994*

No matter how dazzling your customer service, there will always be someone who can outdazzle you. But when you engage a customer or client in an honest, trusting, generous relationship that is infused with a sense of balance, the relationship will last. This book goes beyond customer service to explore the personal relationships that sustain every successful enterprise. The reader will take away an approach that puts personal interaction - not sales - center-stage, making the customer a benefactor and partner.

**Book**

## **Beyond the Myths and Magic of Mentoring**

*Margo Murray with Marna A. Owen, 1991*

"Beyond the Myths and Magic of Mentoring" reveals what successful programs have in common and offers advice on how to avoid common pitfalls. The author details how to select competent, committed mentors who have the interpersonal skills to develop productive relationships with their proteges. She explains how to match proteges with compatible mentors and create useful working agreements between them. She demonstrates how to build in opportunities for vital midstream course corrections by making evaluation an integral part of the program rather than merely a report card at the end. She also provides frank advice about what to do when a mentoring relationship just isn't working.

**Book**

## **Determining Caller Needs**

*Telephone Doctor,*

Perfect for administrative staff, support, customer service, and all employees who interact with callers. Includes the basic steps to becoming a more effective listener on the telephone. Identifies effective questioning skills, plus how and when to use them. Topics include: welcoming the caller, giving feedback signals, and open ended/closed ended questions.

**Video**

**Excellence in the Public Sector** **Video**  
*Thomas J. Peters and Martin Sandler, 1989*  
This video will help you discover why constant attention to the "customer" pays off.

**Exceptional Customer Service** **Video**  
*Steve Schuman (Fred Pryor Seminars),*  
Customer service is the competitive edge for any successful business. And outstanding customer service - the kind that goes far beyond the ordinary, the expected - is the focus of this Fred Pryor seminar. Learn the vital role every member of your organization plays in dealing with customers. Discover how to defuse irate customers and turn a potential disaster into a positive encounter. Build rapport with customers through improved communications. Keep your composure under stress.

**Five Forbidden Phrases Updated - and Five Forbidden Phrases Face-to-Face** **Video**  
*Telephone Doctor,*  
Two new versions for this classic training program. Over the years, Telephone Doctor has collected comments from radio and TV appearances. The program culls out the five most frustrating phrases to which the public objects. Topics covered include five positive alternatives and on-the-phone and in-person examples.

**From Curt to Courteous - A "Business Friendly" Program** **Video**  
*Telephone Doctor,*  
Viewers will learn the tools of nonvisual communication, understanding and being understood. Program explains how words, voice, tone, and the listener's imagination create an instant image for the caller. Entirely new second part of this program applies these ideas with a concept known as "Business Friendly" which is the middle ground between being too cold and impersonal and the other extreme of being too familiar. Topics covered include desensitization, tone of voice, and solving the problem.

**Getting into Your Customer's Head** **Book**  
*Kevin Davis, 1996*  
Today's buyers are tough customers. They are more price-conscious, have more choices and expect better service than ever before. The key to success in selling is the ability to get inside each customer's head, seeing things from their perspective, and matching how one sells with how an individual buys. The author explains in detail the eight steps most buyers go through when making a purchase - steps which even the most experienced salespeople don't know.

**How to Handle the Irate Caller** **Video**  
*Telephone Doctor,*  
No one enjoys receiving a barrage of complaints from unhappy customers. But for many people, especially in the customer service field, it's a routine part of the day. Finally, a comprehensive training video that reveals tips and ideas on how to handle the irate, angry, rude and sometimes abrasive caller. Topics include: The ASAP technique, what to do if someone starts swearing, and why you should never make excuses.

**How to Stop Telephone Tennis** **Video**  
*Telephone Doctor,*  
We've all had this experience. You call Mr. Jones and he's not available. He returns your call, but you're in a meeting. It can go on and on. Finally a training video with ideas and techniques designed to help you win at "Telephone Tennis." Get value out of every call. Rock solid, common sense ways to accomplish things even when the called party is not available. Topics include: expecting your party NOT to be available, getting estimated return times, and leaving "good news" messages.

**How to Treat Every Caller as a Welcome Guest** **Video**  
*Telephone Doctor,*  
Have you ever heard a frontline staff member described as "just the receptionist?" Don't belittle the company ambassador. Face it - whoever answers the telephone IS the company. Designed to meet the specific needs of frontline staff. Loaded with fresh tips and suggestions on how to immediately improve the performance of your staff.

**It Starts At the Top (Tel-Doc Live!)** **Video**  
*Telephone Doctor,*  
Management must speak the same language as employees. A motivational visit to a seminar presented by Nancy Friedman, the Telephone Doctor. Viewers are treated to a unique combination of humor, energy, anecdotes, and theory that constantly earns a perfect score when rated by attendees. Periodic cutaways feature Nancy addressing issues vital to great customer service. This program sets the stage for any customer service class. Topics cover price versus service, perception is everything, and what does your customer really want?

**Lily Tomlin: Customer Service Training Series** **Video**  
*Lily Tomlin,*  
Focuses on customer service with humor. Ms. Tomlin's characters learn that customers expect responsiveness, assurance, tangibles, empathy, and reliability.

**Managing Quality Customer Service****Book***William B. Martin,*

Use this book to help you determine what customers really want, how to meet those needs, and how to measure your service.

**Measuring Customer Satisfaction****Book***Richard Gerson, Ph.D., 1993*

This book succinctly gives you proven techniques and methods for evaluating and improving customer satisfaction.

**On Incoming Calls: Revised and Updated****Video***Telephone Doctor,*

Outstanding for new employee orientation and indispensable for on-going refresher courses. This bestselling video (used by more than 8,000 organizations) covers the basics of telephone skills. Energetic, enthusiastic, very funny. A strong delivery makes this film a winner. The one video needed by everyone who uses a telephone. Covers unnecessary transfers, the dreaded hold, and getting the caller's name.

**Outstanding Customer Service:***The Key to Customer Loyalty, 1998*

This publication is designed to provide accurate and authoritative information in regard to the subject matter covered. This book focuses on customer service representatives, the skills they must develop, and the systems within which they must work.

**Power of Customer Service****Video,  
Audio,  
Book***Paul R. Timm, Ph.D., 1989*

This program package reveals how you and your company can achieve the single most important quality in a successful American business today - superior customer service. Discover the can't-miss keys to protecting valuable business. Learn the techniques to become a customer-conscious team.

**Proactive Customer Service****Video***Telephone Doctor,*

Are your customer contact employees passive, average or PROACTIVE? This dynamic new presentation illustrates the importance of building rapport in a business relationship and implementing "Soft Question" selling. By offering your customers an additional product or service, your customer service personnel will quickly ring up more sales. Topics covered: on-the phone and in-person examples, cross-selling and up-selling, and skills to build rapport with customers.

**Professional Telephone Skills (Vol. 1)****Video***Debra Smith,*

This volume will teach you everything you need to know about professional, polished telephone courtesy.

**Professional Telephone Skills (Vol. 2)****Video***Debra Smith,*

You and your people will learn how to handle challenging callers of all types.

**Professional Telephone Skills (Vol. 3)****Video***Debra Smith,*

Pop in this tape, and pick up valuable do's and don'ts that add professionalism to your telephone techniques.

**Quality Customer Service****Book***William B. Martin, 1993*

This best-seller provides hands-on training for quality customer service. It teaches employees how to transmit a positive attitude, identify customer needs, provide for those needs, and cultivate repeat business.

**Remember Me****Video***CMR Films,*

This video deals with customer service as seen through the eyes of a customer who has received unsatisfactory service.

**Service Excellence!****Book***Price Pritchett,*

This book shows how to keep your customers coming back for more. You'll learn why "service excellence" is actually easier to deliver than "service mediocrity," how to take care of yourself by taking care of your customers, the tremendous personal power you gain by taking the initiative, how to turn customer complaints to your advantage, techniques for making yourself indispensable, and how to minimize job stress.

**Six Cardinal Rules of Customer Service****Video***Telephone Doctor,*

Welcome to the Telephone Doctor's Hall of Shame! Included in the Hall of Shame are the men and women who originated customer service blunders that now plague the business world. Statues come to life to tell their stories. Very humorous. Illustrates the six cardinal rules, fights mediocrity in the workplace, and shows on-the-phone and in-person examples.



**Telemarketing Tips From A to Z****Video***Telephone Doctor,*

A culmination of over 30 years of telesales experience in one video. This alphabet soup of ideas and techniques will improve the performance of inbound and outbound telephone sales representatives. Features twenty-six topics which will be of immediate use, the power of conviction, and the four killer words.

**Telephone Doctor - Tape 2, "More On Incoming Calls"***Nancy Friedman, 1984*

This film teaches you how to effectively handle incoming calls.

**Telephone Doctor - Tape 3, "From Curt to Courteous"***Nancy Friedman, 1984*

This film teaches you the art of answering calls and handling situations on the phone courteously.

**Total Quality Customer Service****Book***Jim Temme, 1994*

"Customer service is not just a promotional campaign," says Jim Temme. He knows that customer loyalty comes from commitment, so he's created 22 individual exercises that will help your entire customer service team check their progress, growth and success as a customer-committed organization.

**Twenty Ways to Improve Customer Service****Book***Lloyd Finch,*

This book provides ideas, skills and suggestions to improve customer service. Twenty personal action steps are discussed and key points are illustrated. Throughout the book, the reader is involved in exercises relating to individual situations.

**We Are Customers to Each Other****Video***Telephone Doctor,*

Most everyone is aware of the importance of providing good service. But why is there a distinction between internal and external customer service? This dynamic video helps you increase the level of service inside the walls of your organization. The Telephone Doctor asks, "If good service doesn't start within the organization, how can we expect it to get out of the organization?" Topics include: avoiding two levels of phone skills, answering a co-worker's phone, and why identifying yourself is important.

**We're On the Same Team Remember?****Video***CMR Films, 1983*

By showing how not to treat customers and illustrating how any employee in any department can do disservice to customer service, this film conveys the message that teamwork, communication, listening, individual responsibility and loyalty are essential.

**Who Are You? By the Way****Video***CRM Films, 1991*

Demonstrates the importance of telephone skills in effective business practices.

# Deaf Community

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<b>American Sign Language Concise Dictionary</b>	<b>Book</b>	<b>Joy of Signing, The</b>	<b>Book, Video</b>
<i>Martin L. Sternberg, 1994</i>		<i>Lottie Riekehof, 1987</i>	
This dictionary includes more than 2,500 of the most widely used words, phrases, and idioms in sign language, with easy to follow illustrations of the hand, arm and face movements that express each one.		"The Joy of Signing" provides the learner an introduction to just that -- the joy of signing.	
<b>American Sign Language the Easy Way</b>	<b>Book</b>	<b>Learning American Sign Language</b>	<b>Video &amp; Manual</b>
<i>David A. Stewart, Ed.D., 1998</i>		<i>Tom Humphries &amp; Carol Padden, 1992</i>	
This is a step-by-step instruction to learning American Sign Language. It teaches the use of facial grammar, the ten key grammatical rules of ASL, and includes 36 progressive lessons.		"Learning American Sign Language" is structured to help you learn American Sign Language through vocabulary and sentences needed to communicate in common life situations. The sentence structures you need to know are presented to you in context - - that is, the grammar and vocabulary are tied together in some meaningful communicative situation. The notes in each unit discuss particular structures and rules which will help you master this language as well as give you cultural information to help you interact better with Deaf American Sign Language users.	
<b>An Introduction to American Deaf Culture</b>	<b>Video</b>	<b>Semantic Awareness Test Kit</b>	<b>Video</b>
<i>M. J. Bienvenu and Betty Colonomos, 1988</i>		<i>Sign Media, Inc.,</i>	
This 5-part videotape series is an excellent resource for deaf studies programs, educational programs for deaf students, and anyone interested in this unique culture.		These tapes focus on semantic awareness for sign language interpreters.	
<b>Hand Signs for Technical Terms Used in Thematic and Topographic Mapping</b>	<b>Book</b>	<b>Sign Language Interpreting: A Basic Resource Book</b>	<b>Book</b>
<i>Richard W. Will, 1989</i>		<i>Sharon Newnan Solow, 1981</i>	
This is a compilation of hand signs that were developed by the employees of the U.S. National Mapping Division, Denver Federal Center.		This book will facilitate learning the art of sign language interpreting. For the student it presents the important issues and expertise which must be mastered.	
<b>Interpreting: An Introduction</b>	<b>Book</b>	<b>Signing Naturally</b>	<b>Video, Workbook</b>
<i>Nancy Frishberg, 1994</i>		<i>Cheri Smith, Ella Mae Lenti, and Ken Mikos, 1988</i>	
This book provides a framework for understanding the field of interpreting and provides a knowledge base.		The video and workbook are designed to give you a way to review and practice sign language you learn in the classroom.	
<b>Interpreting: The Art of Cross Cultural Mediation</b>	<b>Book</b>	<b>Working Together: Deaf and Hearing People</b>	<b>Book</b>
<i>Edited by Marina L. McIntire, 1993</i>		<i>Mary Rees, Eleanor Stauffer, and Linda Lacelli, 1992</i>	
This book is the first of a 2-volume series on sign language interpretation as cross cultural mediation.		This is a training program for managers and co-workers of deaf employees intended to "build bridges of understanding between deaf and hearing employees so that the most productive and mutually beneficial work relationships can be developed."	

# Diversity

## A Little History Worth Knowing

*Ron Lofton, 1998*

"A Little History Worth Knowing" traces the often-overlooked history of people with disabilities. It also reviews historical stereotypes, media stereotypes, and the effect of today's technology on people's ability to work and live independently.

Video

## A Peacock in the Land of Penguins: A Tale of Diversity and Discovery

*Warren Schmidt, 1995*

This book brings new insight to an important topic - work force diversity.

Book

## American Culture: Myth and Reality of a Culture of Diversity

*Larry L. Naylor, 1998*

The real diversity of America is lost in the practice of categorizing people into social (racial or ethnic) groups and then attributing culture to them. While not an exhaustive treatment of the culture, this volume serves as a point of departure for discussion of American culture in a variety of courses both within and outside the discipline of anthropology.

Book

## Americans With Disabilities Act Handbook

*U.S. Equal Employment Opportunity Commission, 1993*

This book provides: complete text for ADA Titles I, II and III, complete side-by-side interpretations/analyses of regulations for all titles, substantial appendixes covering building accessibility information, tax provisions, and many other details. Essential reference for business, government-funded programs, rehab programs and anyone interested in the ADA.

Book

## Americans With Disabilities Act: A Technical Assistance Manual On the Employment Provisions

*U.S. Equal Employment Opportunity Commission, 1993*

A two-volume reprint of the U.S. Equal Employment Opportunity Commission's original. Volume I has detailed coverage of Title I of ADA - information primarily for employers and employees. It reviews key legal requirements in practical, understandable language with many examples. Volume II is a resource directory of public and private agencies throughout the country.

Book

## Beyond Race and Gender

*R. Roosevelt Thomas, Jr., 1992*

This book offers insights and practical methodology that will build a better and more diverse culture within an organization.

Book

## Big Book of Minority Opportunities, The

*Elizabeth A. Olson, 1997*

This is a directory of special programs for minority group members, which includes information on financial aid sources, career guidance programs, preparatory and summer study programs, job training, career enrichment, and more.

Book

## Big Book of Opportunities for Women

*Elizabeth A. Olson, editor, 1997*

The Big Book of Opportunities for Women provides valuable information on over 4,000 programs that offer assistance to women.

Book

## Breaking Through: The Making of Minority Executives in Corporate America

*David Thomas and John Gabarro, 1999*

"Breaking Through" examines the crucial connection between corporate culture, career development, and the advancement of people of color. The book profiles minority executives at three different firms who encountered, and conquered barriers throughout their careers.

Book

- Building a House for Diversity** **Book**  
*R. Roosevelt Thomas, Jr., 1999*  
 How a fable about a Giraffe and an Elephant offers new strategies for today's workforce. Told in the space of two pages, this deceptively simple fable sets the stage for a bold new approach to managing diversity.
- Chalice and the Blade: Our History, Our Future, The** **Book**  
*Riane Eisler, 1988*  
 This book tells a new story of our cultural origins. It shows that war and the "war of the sexes" are neither divinely nor biologically ordained. And it provides verification that a better future is possible - and in fact firmly rooted in the haunting drama of what actually happened in our past.
- Color Blind Career, The** **Book**  
*Ollie Stevenson with Dana Huebler, 1997*  
 In this book, Stevenson shows you how to adopt a business mindset as you establish goals and make a real commitment to your career path. Because investing in yourself is your top career priority, she guides you in preparing for a lifetime of skill building, growth, and change.
- Crested Kimono** **Book**  
*Matthew Masayuki Hamabata, 1990*  
 The author of "Crested Kimono" went to Japan to explore the complex economic, emotional, biological, cultural, and religious ties and relations among family members of Japanese family-owned businesses. He succeeds in that task by detailing the everyday lives of three families. He also tells of his own unexpected search for personal discovery and acceptance as an unmarried, third generation Japanese-American male attempting to fit into tradition-bound Japanese society.
- Culture and Negotiation** **Book**  
*Guy O. Faure and Jeffrey Z. Rubin, 1993*  
 "Culture and Negotiation" offers a unique contribution by focusing on the distinctive impact of culture, both in creating unexpected opportunities for dispute settlement and in imposing obstacles to agreement.
- Culture Diversity in Organizations** **Book**  
*Taylor Cox, Jr., 1993*  
 This book brings together the most comprehensive base of knowledge yet assembled on the topic. It offers a systematic conceptual framework for understanding diversity and its effects on organizational behavior and performance. It also provides action tools for more effective management of diversity in organizations.
- Developing Competency to Manage Diversity** **Book**  
*Taylor Cox and Ruby L. Beale, 1997*  
 This book was designed to develop a critical competency for today's organizations: the ability to successfully manage diversity. The authors address a wide range of diversity issues, integrate ideas from the academic world and real life experience, and provide managers with tools they need to manage a diverse workforce.
- Diverse Teams At Work** **Book**  
*Lee Gardenswartz and Anita Rowe,*  
 By the year 2000, 70 percent of new entrants to the work force will be women and minorities. Prepare now to help them work together by using the authors' suggestions for recognizing differences and building trust. He also offers guidelines for structuring work-related interactions, steps for diagnosing and solving problems, and much more.
- Diversity** **Manual**  
*Julie O'Mara, 1994*  
 The lecturettes are designed to be used by facilitators with an intermediate level of skill. They are not especially confrontative, nor are they designed to "push buttons". The activities and lecturettes can be used for both workshops and meetings.
- Diversity Activities and Training Designs** **Manual**  
*Julie O'Mara, 1994*  
 The activities include assessing skills in Diversity management, change management, diversity contributors and role models. Lecturettes are also included in this manual.
- Diversity in Work Teams** **Book**  
*Susan E. Jackson & Marian N. Ruderman, 1995*  
 "Diversity in Work Teams" explores how diversity affects one of the most popular management strategies used in business today: the formation of employee work teams. Work teams ideally operate to maximize flexibility, creativity and productivity in a business environment. Frustrating this effort, however, is the increasing level of diversity found in the American workplace, which often heightens the difficulty of getting people to work together effectively. The authors of this volume argue that organizations must learn to understand and adjust to workplace diversity, because many of the specific assets and liabilities of work teams arise directly out of the diverse talents and perspectives of teams' individual members.

- Gender in the Workplace** **Book**  
*Jacqueline DeLaat, 1999*  
 This brief collection of cases is designed to help students and employees gain a hands-on understanding of gender issues in the workplace and to provide the necessary tools to handle them.
- Handling Diversity in the Workplace** **Book**  
*Kay Dupont, 1997*  
 This book will help readers understand how their words and actions in today's diverse workplace affect their organization's bottom line, and why everyone needs to maintain and exhibit a positive outlook on diversity.
- Higher Education MoneyBook for Women and Minorities, The** **Book**  
*Doris M. Bruce-Young & William C. Young, 1997*  
 "The Higher Education MoneyBook for Women and Minorities" is one of the most comprehensive, user-friendly and valuable directories of its kind on the market today. The MoneyBook is written to help overcome the under representation of minorities and women in higher education and the professional fields.
- Human Diversity: Perspectives on People Context** **Book**  
*Edison J. Trickett, R.J. Watts & Dina Birman, 1994*  
 "Human Diversity" provides the kind of dialogue that allows both an appreciation of difference and an understanding of common cause among those seeking to develop and strengthen a psychology of diversity. The book examines similarities as well as differences in the experiences of diverse groups, including ethnic and racial minority groups, gays and lesbians, the elderly and others; highlighting crosscutting themes such as oppression, intergroup dynamics, culture and identity. Taken together, these varying perspectives show how each group has developed a distinctive history and reached its current situation.
- Incredibly American** **Book**  
*Marilyn R. Zuckerman and Lewis J. Hatala, 1992*  
 Explores the cultural roots of quality, which are the key to understanding what people do and why. This book explains why we as Americans know the hidden secrets of quality.
- Interpretation of Cultures, The** **Book**  
*Clifford Geertz, 1973*  
 This is a collection of essays by Clifford Geertz, one of the most articulate cultural anthropologists of this generation.
- Managing Cultural Differences** **Book**  
*Philip Harris and Robert Moran, 1996*  
 This book, in its fourth edition, was designed to show how to develop the cross cultural expertise essential to succeed in our world of rapid and profound economic, political, and cultural changes.
- Managing Work Force 2000** **Book**  
*David Jamieson and Julie O'Mara, 1991*  
 Diversity is creating unparalleled workplace challenges, including not only ethnic and gender differences but also differences in skills, life-styles, ages, values, and needs. "Managing Work Force 2000" describes four management strategies, including matching people and jobs, managing and rewarding performance, informing and involving people, and supporting life-style and life needs, which will help managers lead their diverse work force.
- Men and Women: Partners At Work** **Video**  
*Crisp Publications Inc.,*  
 A Video/Book set that combines a video tape with group discussions to address the issues of men and women working together in today's changing world. Set includes a multi-segment video, leader's guide, and workbooks.
- Minority Organizations: A National Directory** **Book**  
*Elizabeth H. Oakes, Editor, 1997*  
 "Minority Organizations: A National Directory" is the most comprehensive single source of information on minority organizations in the United States. It is designed to serve as a convenient reference volume to African-American, Hispanic American, Asian American or Pacific Islander American and Native American organizations.
- Mosaic Workplace: Men and Women Working Together, The** **Video**  
*Films For the Humanities & Sciences, 1990*  
 This program is devoted to the issues raised by the changing roles of women in the workplace: discrimination based on sex and the legal issues involved, and the more common issues of confusion, resentment, and lack of cooperation.
- National Easter Seal Society- "Nobody is Burning Wheelchairs"** **video**  
*Victor E. Friedberg and Nicole Lucas,, 1992*  
 This video explains what the Americans with Disabilities Act of 1990 is, explores attitudes toward people with disabilities, and shows that disabled persons can make contributions in mainstream society.

**New Leaders - Leadership Diversity in America, The** **Book**  
*Ann M. Morrison,, 1992*  
 Pinpoints barriers to diversity and develops solutions and best practices for creating more powerful institutions by incorporating the talents and abilities of all sectors of our diverse culture.

**On Our Own Terms** **Book**  
*Liane Enkelis and Karen Olsen, 1995*  
 "On Our Own Terms" profiles women CEO's and presidents of companies with annual revenues of \$10 million or more, and gives recognition to women's achievements in business and life. Through personal interviews and photographs, these business leaders reveal how they broke through the gender barrier to achieve top executive positions.

**Promise of Diversity, The** **Book**  
*Cross, Seashore, et al, 1994*  
 This book provides over 40 voices that discuss and share strategies for eliminating discrimination in organizations.

**Race, Class and Gender** **Book**  
*Margaret L. Andersen, Patricia Hill Collins, 1998*  
 This is a powerful anthology that will teach how race, class and gender shape the experience of diverse groups in the United States. These articles reflect some of the changes that have taken place in society.

**Race, Gender, and Rhetoric** **Book**  
*John P. Fernandez, 1999*  
 It is a fact that 98% of America's top positions are still held by white males. This book is the landmark work that addresses this issue. The book discusses ways in which corporations can examine their structures, policies, managerial philosophies, and capabilities so that real and permanent change can be realized.

**Social Stratification (Class, Race and Gender in Sociological Perspective)** **Book**  
*Edited by: David B. Grusky, 1994*  
 In this anthology, the history of stratification research unfolds in systematic fashion, with the introductory articles in each section providing examples of major research traditions in the field and the concluding essays providing broader programmatic statements that identify current controversies and unresolved issues.

**Structure of Social Stratification in the United States, The** **Book**  
*Leonard Beeghley, 1996*  
 This book is about the structure of stratification. It focuses on the way people's class location influences their opportunities. Social structure influences rates of events because it determines people's range of choices. Social and psychological factors influence how individuals act on and react to the situations in which they find themselves.

**Teaching Diversity** **Book**  
*Joan V. Gallos & V. Jean Ramsey, 1997*  
 "Teaching Diversity" is different from other instruction. Rather than reporting objective themes or imparting detached information on new management techniques, diversity teaching involves questioning our institutions and policies, our definitions of truth and equity, our self-images and our professional roles. It requires a deep personal journey of self-discovery and growth.

**Ten Commandments of Communicating with People with Disabilities, The** **Video**  
*Irene Ward and Associates, 1994*  
 This video deals with the top ten do's and do-not's in trying to communicate with people with disabilities.

**Truly Disadvantaged, The** **Book**  
*William Julius Wilson, 1987*  
 This book deals with the inner city, the underclass, and public policy. It is described as a provocative analysis of the black underclass and a radical proposal for easing its plight.

**Understanding Everyday Racism** **Book**  
*Philomena Essed, 1991*  
 "Understanding Everyday Racism" tackles the ambiguity surrounding both popular and scholarly interpretations of racism and sheds considerable light on the difference between dominant and subordinate group views. Essed's volume makes an extremely important and unique contribution to our understanding of contemporary racism.

**Valuing Diversity** **Video**  
*Copeland Griggs Production,, 1987*  
 Showing that diverse people are performing well in organizations, this program looks at how diversity impacts corporate culture and how such factors as the glass ceiling affect minorities and women.

<b>Valuing Diversity Part 1, "Managing Differences"</b> <i>Copeland Griggs Production, 1987</i> This film shows managers how to recognize talent and how to develop and motivate diverse employees.	Video	<b>Valuing Diversity Part 5, "Supervising Differences"</b> <i>Copeland Griggs Production, 1990</i> This film shows how first line supervisors, plant managers and others can get the best out of their diverse work force.	Video
<b>Valuing Diversity Part 2, "Diversity At Work"</b> <i>Copeland Griggs Production, 1987</i> This film shows employees how to succeed in the multicultural organization.	Video	<b>Valuing Diversity Part 6, "Champions of Diversity"</b> <i>Copeland Griggs Production, 1990</i> This is a documentary film about the changing demographics in the labor pool and marketplace and the benefits of diversity.	Video
<b>Valuing Diversity Part 3, "Communicating Across Culture"</b> <i>Copeland Griggs Production, 1987</i> This film displays the many misunderstandings that can result when people of different national origin or ethnic background (or even personality) try to communicate. It also models for more effective communication.	Video	<b>Valuing Diversity Part 7, "Profiles in Change"</b> <i>Copeland Griggs Production, 1990</i> This is a documentary about programs and processes of cultural change.	Video
<b>Valuing Diversity Part 4, "You Make the Difference"</b> <i>Copeland Griggs Production, 1990</i> This film deals with the necessity for workers to work well with people different from themselves.	Video	<b>Women &amp; Power in the Nonprofit Sector</b> <i>Teresa Odendahl &amp; Michael O'Neil, 1994</i> This landmark book explores the nature and extent of the power women have and do not have in the voluntary sector.	Book

# Leadership

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## 144 Ways to Walk the Talk

Book

*Eric Harvey and Alexander Lucia, 1997*

A collection of proven and practical performance improvement strategies. This quick-reference handbook is a must-have for anyone striving to improve their leadership skills. Use to: build collaboration and teamwork, solve people problems, minimize obstacles to productivity, bring quality and customer service to life, and positively manage crisis situations.

## 7 Skills for Emerging Leaders

Video

*CareerTrack, 1998*

Contrary to popular opinion, the leadership incubator in most companies is not the executive boardroom. Today, frontline employees and lower-level managers are stepping forward and accepting the challenge of leadership. This engaging and informative video program gives your emerging leaders the tools they need to tackle new opportunities.

## 8 Practices of Exceptional Companies - How Great Organizations Make the Most of Their Human Assets, *Joc-Pitz-Enz, 1997*

Book

The "8 Practices of Exceptional Companies" confirms what you may have long suspected: that putting people first and adhering to fundamental beliefs are what pay off in the long run. In today's information age, where competitive advantage depends more on human than financial capital, it's a timely message that cannot be ignored.

## A Force for Change - How Leadership Differs From Management *John P. Kotter,*

Book

Kotter clearly demonstrates that leadership rarely resides in a single, heroic being. It is, instead, a process in which we can all participate.

## A Great Place to Work *Robert Levering, 1988*

Book

An exercise in vision. A model of a good workplace. Look at what is right and how to learn from it.

## A Higher Standard of Leadership *Keshavan Nair, 1997*

Book

These are the Lessons from the Life of Gandhi, which apply today to the practical tasks faced by today's business and political leaders. Nair identifies commitments, and describes the courage and determination necessary to work and lead by them.

## A Simpler Way

Book

*Margaret Wheatley, Myron Kellner-Rogers, 1996*

Building on Wheatley's trail-blazing "Leadership and the New Science," this book examines the impact of the Evolutionary Paradigm, a theory generated by modern biology and physics, on our notions about work, organization, and change. Crafting engaging metaphors with literature, spiritual teachings, and personal experiences, Wheatley and Kellner-Rogers guide readers toward a simpler and more experiential way of viewing and structuring their endeavors based on Evolutionary tenets. 40 photos.

## Absolutes of Leadership, The *Philip Crosby, 1996*

Book

The author offers readers a simple yet ingenious method for assessing the skills of those they've been assigned to follow, as well as their own leadership abilities. Leaders, he says, come in five versions; Destructor, Procrastinator, Caretaker, Preparer, and Accomplisher. By examining each of those character types in relation to his four Absolutes of Leadership, the author establishes a framework that would-be leaders can use to build quality leadership skills of their own.

## Achieving Credibility: The Key to Effective Leadership *James M. Kouzes, 1995*

Audio

"Achieving Credibility" will help you to discover the six disciplines of credibility, how to readily establish trust with others, specific ways to promote education and understanding among employees, and how to cultivate the qualities in yourself that all people look for in a leader.

## Addictive Organization, The

Book

*Anne Wilson Schaef and Diane Fassel, 1990*

"The Addictive Organization" explains how people can become tied to a company to a point where they will do anything to please it. It explains why we overwork, cover up, pick up the pieces, please the boss, and perpetuate sick organizations. In this book, the authors explore the concept of the addictive organization, how to recognize it, and how it can begin the recovery process.



**Age of Paradox, The**  
*Charles Handy, 1994*

If you are part of, think about, care about, or are in any way influenced by the world of work, this powerful book is for you.

**Book**

**Alchemy of a Leader**  
*John E. Rehfeld, 1994*

Like the alchemist who transforms something common into something special, today's business leaders now have the power to create in our workplaces an entirely new business culture, one that combines and transforms the best of both Western and Japanese management styles.

**Book**

**Art of Framing**

*Gail T. Fairhurst, Robert A. Sarr, 1996*

Leadership doesn't just exist behind the podium. This thoughtful, practical guide shows how the best leaders seize every opportunity - from the dramatic to the mundane - to manage meaning, gain support for their vision, and spur action from their constituents.

**Book**

**Art of the Long View, The**  
*Peter Schwartz, 1991*

Peter Schwartz shows you how you can begin to chart the course of your own future or your company's, not as a mechanical exercise, but by using the same intuitive skills that a painter, novelist, or musician brings to the creation of a work of art. He shows how to develop strategic vision within businesses and helps individuals select their own path into the future.

**Book**

**Art of War for Executives, The**  
*Donald G. Krause, 1995*

This book reveals the brilliance of Sun Tzu and shows how to win on the battlefield of modern business.

**Book**

**Balanced Scorecard**

*Robert Kaplan and David Norton,*

This book shows how managers can use this revolutionary tool to mobilize their people to fulfill the company's mission. The Author presents a measurement system that can channel the energies, abilities and special knowledge held by people throughout the organization.

**Book**

**Balanced Scorecard: Translating Strategy Into Action, The**

*Robert Kaplan and David Norton,*

This audiobook shows how managers can use this revolutionary tool to mobilize their people to fulfill the company's mission. A measurement system that can channel the energies, abilities and special knowledge held by people throughout the organization towards achieving long-term strategic goals.

**Audio**

**Best Practices in Leadership Development Handbook**

*Giber, Carter, and Goldsmith, 2000*

Results of a study of over 350 companies involved with leadership development. Practical, easy-to-apply tools, instruments, training, and competency models that fifteen world-class organizations use as benchmarks to successfully implement their leadership development programs.

**Book**

**Beyond Counterfeit Leadership**

*Ken Shelton, 1997*

In "Beyond Counterfeit Leadership," Shelton explores the causes, cures, and outcomes of both counterfeit and authentic leadership. He reveals the elements of counterfeit in the conception and implementation of several models of leadership.

**Book**

**Book of Leadership Wisdom, The**  
*Peter Krass, 1998*

"The Book of Leadership Wisdom" brings together the essays and speeches of more than 50 business legends, past and present. From leading change to dealing with adversity, creating vision to inspiring employees, the writings contained in this book span the whole range of essential leadership issues.

**Book**

**Bridging the Leadership Gap**

*Paul J. Meyer, 1998*

"Bridging the Leadership Gap" is a powerful testimony to the advantages of learning from capable, hands on leaders, experts who have wrestled successfully with the same complex challenges you face every day. It also presents a management creed based on continued success and a blueprint for advancement into the next century.

**Book**

**Building Leaders**

*Jay Conger and Beth Benjamin, 1999*

"Building Leaders" takes a hard look at the successes and failures of more than a dozen organizations, and identifies three dominant approaches to leadership education. It provides a blueprint for how organizations can use them to more effectively cultivate a continuous crop of talented leaders.

**Book**

<b>Built to Last</b> <i>James C. Collins and Jerry I. Porras, 1997</i> This book explores the deep reasons behind America's long-term corporate success stories.	Book	<b>Charisma and Leadership</b> <i>Alan Bryman, 1992</i> Bryman examines prior theory and research concerned with leadership in organizations. He goes on to examine the ways in which charisma has been conceptualized and analysed from Weber onwards. He then looks specifically at charismatic leadership in organizations. Bryman shows how several of the New Leadership ideas such as the differences between managing and leading, and the importance of vision, overlap with those about charismatic leadership.	Book
<b>Business Ethics</b> <i>Meridian Education Corp., 1995</i> During this program, viewers will hear from a number of people who are struggling with, or overlooking, ethical questions.	Video		
<b>Catalytic Leadership</b> <i>Jeffrey S. Luke, 1998</i> "Catalytic Leadership" is a groundbreaking guide which shows public leaders how to pull together business, civic, and nonprofit leaders to address critical issues and create innovative strategies for change.	Book	<b>Charisma Factor, The</b> <i>Robert J. Richardson, S. Katharine Thayer, 1993</i> "The Charisma Factor" shows you how to become the natural-born leader you can be by focusing on the emotional energy of others and inspiring them to move toward greater endeavors. This guide provides strategies that show you how to reach others with the language of emotion.	Book
<b>Caught in the Middle</b> <i>Rick Maurer, 1992</i> "Caught in the Middle" helps any manager wherever they are on the road of Quality improvement. It helps the manager apply the empowerment principles to the nitty-gritty, day-to-day issues that prove whether empowerment is lip service or reality. It's practical; it is not just more theory.	Book	<b>Charismatic Leader, The</b> <i>Jay A. Conger, 1989</i> In "The Charismatic Leader," the author reveals how the charismatic leader's qualities of creativity, inspiration, unconventionality, vision, and risk-taking can help bring about radical change in organizations damaged by long periods of inertia- and shows why we need charismatic leadership now more than ever before.	Book
<b>Change Leader: Using a Gestalt Approach With Work Groups, The</b> <i>H.P.Karp, 1996</i> This reference guide shows you step-by-step how to lead change efforts and implement them with maximum results. The following is covered: the roles that power and self-interest play in the change process; what power really is and how it works; aspects of, assumptions about, and steps in the change process; the role of the change leader and styles of change leadership; how to frame and present the demand for change; how to develop a change contract with the group; how to explore the change and obtain commitment to it; what resistance really is and how to work with it; how to negotiate aspects of the change; and how to conduct the change meeting and implement the change.	Book	<b>Charismatic Leadership</b> <i>Jay Conger, Rabindra Kanungo, 1988</i> "Charismatic Leadership" brings together the perspectives of experts from a variety of fields to provide a substantive, concrete analysis of what was previously thought to be a vague, imponderable quality.	Book
<b>Character of Leadership: Political Realism and Public Virtue in Nonprofit Organizations, The</b> <i>Michael Jenkins, Deborah Bradshaw Jenkins, 1998</i> This is a compelling guide to successful leadership in a nonprofit organization. The authors guide readers toward recognizing and working with political realities and help shape a value-rich but more politically astute mode of leadership.	Book	<b>Charismatic Leadership in Organizations</b> <i>Jay A. Conger &amp; Rabindra N. Kanungo, 1998</i> The authors clearly explain their three-stage model and present supporting evidence from numerous studies. They describe in detail how charismatic leaders influence followers, and they provide many interesting examples from prominent charismatic leaders.	Book

- Co-Leaders: The Power of Great Partnerships** **Book**  
*David A. Heenan & Warren Bennis, 1999*  
 "Co-Leaders" is intended for everyone who aspires to make his or her organization great. By showing the enterprise through the eyes of inspired deputies, this book reveals how both organizations and individuals can benefit from a more inclusive, less celebrity-oriented definition of leadership. This groundbreaking book argues for a new paradigm: gifted leaders and their talented co-leaders working together to make their organizations stronger, more nimble, more equitable and ultimately more successful.
- Coach to Coach - Business Lessons From the Locker Room** **Book**  
*John Robinson, 1996*  
 Creating a championship team requires excellent leadership, teamwork, and a solid playing strategy but it also requires moving beyond the playbook to see the coaching staff and players as physical, emotional, thinking individuals.
- Coaching for Success** **CD-ROM**  
*Training Direct,*  
 Formal training is not the only way of improving performance. Hands-on learning, guided by someone experienced, is an extremely effective way of picking up new skills. The course explains the chemistry of the coaching partnership and gives practical, step-by-step guidance on the coaching process itself.
- Coaching From the Heart** **Video, Audio**  
*Ken Blanchard, Don Shula,, 1995*  
 How to inspire greatness in others. Ken Blanchard and Don Shula unpack today's most powerful leadership strategies.
- Collaborating for Success** **Book**  
*John L. Mariotti, 2000*  
 The author asserts that leaders come in all shapes and sizes, are of various ages, have diverse backgrounds, and have differing levels of responsibility.
- Control Your Own Destiny or Someone Else Will** **Book**  
*Noel M. Tichy and Stratford Sherman, 1994*  
 This book forces you to confront organizational and leadership self-evaluation.
- Corporate Global Citizenship** **Book**  
*Noel M. Tichy and Andrew R. McGill,, 1997*  
 This book shows how many global companies are already making news by becoming both good corporate citizens and leading financial performers.
- Credibility** **Book**  
*James M. Kouzes, Barry Z. Posner, 1993*  
 "Credibility" is a personal, inspiring and genuine guide to helping us all understand the fundamental importance of credibility for building personal and organizational success and for fostering trust within our work, family, and community.
- Danger in the Comfort Zone: From Boardroom to Mailroom - How to Break the Entitlement Habit** **Book**  
*Judith M. Bardwick, 1995*  
 Since the original publication of this important and controversial book, it has stirred up business thinkers everywhere. Now the landmark work has been updated and expanded (with five all-new chapters) to meet today's continuing challenges to the nation's productivity and morale.
- Delivering on the Promise: How to Attract, Manage, and Retain Human Capital** **Book**  
*Arthur Andersen, 1998*  
 This book will show managers how to measure, manage, and leverage their companies' investment in people, by evaluating the current effectiveness of a firm's human capital strategies and the efficiency of its current Human Resource program. Several companies, such as Colgate Palmolive, the Chicago Tribune, and Mobil Oil are currently using human capital programs, and realize the value of their people.
- Design of Cost Management Systems, The** **Book**  
*Robin Cooper, Robert Kaplan, 1991*  
 This is one of a series of books by Prentice Hall in the Robert S. Kaplan Series in Management Accounting.

**Developing Critical Thinkers****Stephen D. Brookfield, 1997**

Stephen Brookfield shows that critical thinking is not simply an abstract, academic exercise for college students, but an engaging productive process enabling people to be more effective and innovative in every aspect of life and work. He offers a practical, straightforward guide to helping adults develop their critical thinking skills for key areas of adult life: in personal relationships, in the workplace, in political involvement and in their response to the media.

**Book****Empowerment Takes More than a Minute****Ken Blanchard, 1996**

This audiocassette is a step by step guide through one manager's struggle to discover the three essential keys to empowerment. By following the manager's odyssey to the Land of Empowerment, listeners discover that they can take the same journey, which is filled with paradox, challenge, and fitful stops and starts.

**Audio****Developing Leaders: Research and Applications in Psychological Type and Leadership Development****Catherine Fitzgerald and Linda K. Kirby, 1997**

With 17 chapters contributed by leading practitioners and researchers, this volume provides current research findings and state-of-the-art applications for use of the Myers-Briggs Type Indicator personality inventory in leadership and management development.

**Book****Empowerment Takes More Than a Minute****Ken Blanchard, John Carlos and Alan Randolph,**

Explains how empowerment is not "giving power to people" rather, it is releasing the knowledge, experience and motivation they already have. Defines the three essential keys for achieving true empowerment.

**Book****Do Lunch or Be Lunch****Howard H. Stevenson, 1998**

The book presents tools to hone predictive powers, make decisions, and measure risk, as well as to understand conflict and improve human interactions. Hunt's message is that once we unleash the Dream Maker within each of us, there is a capacity for visionary leadership.

**Book****Ethics of Excellence, The****Price Pritchett, Ph.D., 1995**

Excellence is a process, not just an outcome. Excellence calls for character...integrity...fairness...honesty...a determination to do what's right. High ethical standards across the board. We need timeless principles to steer by in running our organizations and building our personal careers. We need high standards...the ethics of excellence.

**Book****Dream Makers****Michele Hunt, 1998**

"Dream Makers" profiles thirteen leaders who have achieved change within their organizations with integrity and compassion.

**Book****Everyone's a Coach: You Can Inspire Anyone to Be a Winner****Don Shula and Ken Blanchard, 1995**

Learn Shula's and Blanchard's secrets to success and discover how you can apply their C.O.A.C.H.ing approach to your own situations. In alternating chapters featuring real-life coaching and training experiences, the authors discuss five strategies for improvement.

**Book****Drucker Foundation Leader to Leader, The****Frances Hesselbein & Paul M. Cohen, Editors, 1999**

"Leader to Leader" has presented the best thinking of leaders, for leaders. This first collection of articles from the widely acclaimed journal brings together the timely but classic wisdom of world-renowned leaders, best-selling writers, legendary thinkers, and esteemed business philosophers.

**Book****Excellence in Practice****Scott Cheney, 1998**

"Excellence in Practice" includes articles about learning organizations, learning technology, managing change, performance improvement, technical training, valuing differences, and workplace learning and development.

**Book****Effective Coaching****Marshall J. Cook, 1999**

"Effective Coaching" explains how to apply sound coaching methods in the workplace, encouraging top performance by working with your employees, instead of over them.

**Book****Executive Guide to Strategic Planning, The****Patrick J. Below, George Morrissey, Betty Acomb, 1987**

This book offers CEOs and senior managers a comprehensive, straightforward, and practical approach to strategic planning.

**Book**

**Executive Teams** **Book**  
*David A. Nadler, Janet L. Spencer & Assoc., 1998*  
"Executive Teams" is a powerful resource change agents can use to create and maintain senior teams that work. It draws upon change initiatives undertaken at Xerox, Corning, Lucent Technologies and other firms to demonstrate exactly what executive teams are all about and detail the proficiencies CEOs must master to ensure their success.

**Five Temptations of a CEO, The** **Audio**  
*Patrick Lencioni and Boyd Gaines, 1998*  
In this stunning business fiction debut, Patrick Lencioni delivers a powerful call to all of us who dare to lead. Andrew O'Brien is young, ambitious, and overwhelmed, and personifies a part of every leader as he wanders in search of the elusive silver bullet that will propel him to success. Refreshingly original and utterly compelling, Andrew's story will serve as a timeless and potent reminder that success as a leader can come down to practicing a few simple behaviors - behaviors that are painfully difficult for each of us to master.

**Five Temptations of a CEO, The** **Book**  
*Patrick M. Lencioni, 1998*  
This is a business fiction debut for author Patrick Lencioni. Andrew O'Brien is an ambitious CEO, who, after a year in his position, felt that his results were unspectacular at best. He then meets an unlikely guide, with whom he debates the fundamental issues faced by all leaders. Success as a leader can come down to a few vital behaviors that must be mastered.

**Freeing the Corporate Mind** **Book**  
*Art Cornwell, 1992*  
"Freeing the Corporate Mind" is designed to teach you why your education and experience can actually reduce your ability to think creatively, and what you can do to prevent it, how to turn information into new insights, and the key principles to all innovative thinking.

**From Sage to Artisan: The Nine Roles of the Value-Driven Leader** **Book**  
*Stuart Wells, 1997*  
"From Sage to Artisan" shows how individuals, whether team members or top executives, exercise leadership not by having the loudest voice, but by creating order, inspiring action, or improving performance. Practical and profound, this book shows managers how to recognize the leadership opportunities before them, and how to develop and grow in new and challenging roles.

**Fundamental Issues in Strategy** **Book**  
*Richard Rumelt, Dan Schendel, and David Teece, 1995*  
In this book, twenty-two of the most influential strategic thinkers take a comprehensive look at the "intellectual backbone" of the field. The result is a research agenda for the coming decade.

**Fusion Leadership** **Book**  
*Richard L. Daft and Robert H. Lengel, 1998*  
"Fusion Leadership" describes a new way of leading based on the principles of "fusion" (joining together), rather than "fission" (splitting apart or separation). It details a way of bringing individuals together to accomplish mutual goals based on shared vision and values.

**Future and Its Enemies, The** **Book**  
*Virginia Postrel, 1998*  
Progress comes not from a master plan, but from courage, experiment, and even playfulness. Postrel shows how and why unplanned, open-ended trial and error, not conformity to one central vision, is the key to human betterment.

**Habits of the Heart - Individualism and Commitment in American Life** **Book**  
*Robert N. Bellah, Richard Madsen, William M. Sulli, 1996*  
The authors relate the argument of their book to both the current realities of American society and the growing debate about the country's future.

**Hard Wired Leadership** **Book**  
*Roger R. Pearman, 1998*  
Roger R. Pearman, a leading psychologist and business consultant, presents a dynamic new way of thinking about leadership, which can be used by anyone charged with getting people to work together toward a common goal. Pearman believes that everyone in the organization, regardless of status, has the capacity to lead effectively.

**Harvard Business Review on Leadership** **Book**  
*Harvard Business School Press, 1998*  
This book is a compilation of articles on leadership. Articles study the Manager's job, what leaders really do, the human side of management, and more.

**High Flyers: Developing the Next Generation**

*Morgan W. McCall, Jr.,*

This book presents a strategic framework for identifying and developing future executives that senior managers can use to find the "hidden" talents in their midst. The key is to look for the people with the capabilities to run the business tomorrow-not today.

**Book**

**How to Become a CEO: The Rules for Rising to the Top of Any Organization**

*Jeffrey J. Fox, 1998*

This book is designed to help those who not only want to become CEO's, but also for anyone who wants to get ahead in today's business world. There are 75 rules that focus on a specific action that should be taken, a trait that needs to be developed or a prohibition to follow.

**Book**

**Improving Leadership Effectiveness**

*Fred E. Fielder and Martin M. Chemers,*

Guides the reader through leadership training methods that set down uniform principles which usually leave out one important element: the manager. This book teaches how to integrate you, and your leadership potential, into your management style and how to create leadership opportunities that provide just the right amount of control over a group, task, and outcome.

**Book**

**Improving Organizational Effectiveness**

*Bernard M. Bass & Bruce J. Avolio, 1994*

The goal of this project was to generalize the model of transformational leadership beyond the immediate effects expected from the training program to its diffusion throughout the organization. In this vein, the range of topics included in this volume signify the potential "second order" effects that can accrue by providing organizational leaders with an alternative philosophy and way of thinking about leadership.

**Book**

**Innovator's Dilemma, The**

*Clayton M. Christenson, 1997*

This book takes the radical position that great companies can fail precisely because they do everything right. Using the lessons of successes and failures of leading companies, "The Innovator's Dilemma" presents a set of rules for capitalizing on the phenomenon of disruptive innovations. These principles will help managers determine when it is right not to listen to customers, when to invest in developing lower-performance products that promise lower margins, and when to pursue small markets at the expense of seemingly larger and more lucrative ones.

**Book**

**John P. Kotter on What Leaders Really Do**

*John P. Kotter, 1999*

Convinced that most organizations today lack the leadership they need, Kotter's mission is to help us better understand what leaders-real leaders-do. Readers will learn how to become more effective leaders as they explore pressing issues such as power, influence, dependence, and strategies for change.

**Book**

**Leader of the Future**

*Edited by F. Hesselbein, M. Goldsmith, and R. Beck,*

A selection of leaders, best-selling authors, world-renowned consultants and executives share their vision of leadership in these new essays. Each of the acclaimed authors provides you with new insights and directions crucial to becoming an effective leader in the organization of tomorrow. Learn how leaders motivate by turning the organizational pyramid upside down and how to inspire hope and purpose in others.

**Book**

**Leader to Leader (Journal)**

*The Drucker Foundation,*

A quarterly report on management, leadership, and strategy written by today's top leaders themselves. In each issue, the Drucker Foundation brings together a peerless selection of world-class executives, authors, consultants, and thinkers who share up-to-the-minute insights in their own words.

**Book**

**Leader to Leader. Vol. 1**

*Hesselbein & Cohen,*

The authors present a vital examination of mission, leadership, innovation, the discipline of transformation, and the building of effective, productive institutions.

**Audio**

**Leader's Handbook, The**

*Peter R. Scholtes, 1998*

Peter Scholtes is widely acknowledged as one of the most influential teachers of leadership and management in this decade. In this book, he shows how bad systems, not bad workers, cause the vast majority of management problems. He takes controversial stands against performance appraisals, and incentive compensation, and will help you to begin implementing breakthrough improvements in all your work processes.

**Book**

- Leader's Shadow, The** **Book**  
*William Q. Judge, 1999*  
 "The Leader's Shadow" is the first book to fully examine the inner dynamics of executives in top leadership positions. Based on systematically collected descriptions from a wide variety of executive leaders and a comprehensive review of the literature on leadership character, this book provides a framework for thinking about the character development of those in leadership positions.
- Leaders, Fools, and Impostors** **Book**  
*Manfred F. R. Kets De Vries, 1993*  
 This book is filled with fascinating case studies of what makes leaders tick. Kets de Vries offers a captivating psychoanalytical approach to understanding leaders.
- Leadership A to Z: A Guide for the Appropriately Ambitious** **Book**  
*James O'Toole, 1999*  
 "Leadership A to Z" captures the essence of what anyone in a leadership position needs to know in order to create a high-performing, self-renewing organization.
- Leadership and the New Science** **Audio**  
*Margaret J. Wheatley, 1996*  
 According to Wheatley, the new science discoveries in quantum physics, chaos theory, and biology provide powerful insights for transforming how we organize work, people, and life. This program is an invitation to change your way of thinking about leadership.
- Leadership and the New Science (Learning About Organizations From an Orderly Universe)** **Book**  
*Margaret J. Wheatley, 1999*  
 This book pushes one's thinking about people and organizations to a new dimension. You will never think about organizational life in the same way again.
- Leadership and the One Minute Manager** **Book**  
*Kenneth Blanchard, Ph.D., Patricia Zigarmi, Ed.D., 1985*  
 This extraordinary book goes straight to the heart of management as it describes the effective, adaptive styles of situational leadership. You will see how good leaders consistently use the One Minute technique to enhance the management and motivation of others.
- Leadership As an Art** **Book**  
*Max DePree, 1989*  
 A check of character and motives. DePree writes "managers who have no beliefs but only understand methodology and quantification are modern-day eunuchs." Practice without belief is forlorn existence.
- Leadership by Design** **Book**  
*Albert A. Ricere and Robert M. Fulmer, 1997*  
 Ricere and Fulmer define the emerging practice of "strategic leadership development" as a uniquely effective tool for influencing not just industrial success, but overall corporate competitiveness. With "Leadership by Design," they explain strategic leadership development: What it is, how it evolves, and how it is being addressed through both traditional techniques as well as revolutionary new practices. Ricere and Fulmer have synthesized the most influential ideas that shape the current thinking of organizational strategies for professional growth and executive decision.
- Leadership by Encouragement** **Book**  
*Dinkmeyer and Eckstein, 1996*  
 Practical, motivating "encouragematic" exercises for training leaders, by leading experts.
- Leadership Challenge Planner, The** **Book**  
*James M. Kouzes and Barry Z. Posner, 1999*  
 The Leadership Challenge Planner is vital to preparing, implementing, and evaluating your next project. This tool helps you to achieve what the authors refer to as a "personal best"-that is a leadership accomplishment with extraordinary results.
- Leadership Challenge, The** **Book**  
*James M. Kouzes and Barry Z. Posner, 1995*  
 Kouzes and Posner, premier leadership experts, explore their rich experiences with leaders in public and private organizations all over the world to demonstrate that now leadership is everyone's business. This book captures the continuing interest in leadership as a critical aspect of human organizations. Includes stories and their own keen insights of the exploration into the fundamental aspects of leadership.
- Leadership Development** **Book**  
*Saratog Institute, 1998*  
 The purpose of this report was to obtain a view of the changes in the style and development of today's leaders. The study focused on leadership skills common to high-performing companies and what is currently being done to identify and develop future leaders.

**Leadership Engine, The**  
*Noel M. Tichy, 1997*

**Audio**

"Leadership Engine" - a proven system for creating dynamic leaders at every level. Everyone has untapped leadership potential that can be developed. In this audio, Tichy offers colorful and insightful examples from dozens of leaders who have figured out how to do it.

**Leadership Engine, The**  
*Noel M. Tichy, 1997*

**Audio**

According to Noel Tichy, winning companies possess a "Leadership Engine", a proven system for creating dynamic leaders at every level. To get ahead and stay ahead, a company needs agile, flexible, and innovative leaders who can anticipate change and turn on a dime. Even though no two winning companies are alike, each has a Leadership Engine which ensures that leaders have clear, teachable points of view that they use to develop others.

**Leadership Engine: How Winning Companies Build Leaders at Every Level, The**  
*Noel M. Tichy, 1997*

**Book**

In "The Leadership Engine," Tichy offers colorful and insightful best practice examples from dozens of leaders gathered from decades of research and practical experience.

**Leadership Factor**  
*John P. Kotter,*

**Book**

Get the low-down on corporate leadership in America. Kotter takes an in-depth look at where we stand, and arrives at some chilling conclusions. Based on research involving 100 American companies, this book reveals an all too common picture of companies that, unable to recognize or develop leadership talent, create a pervasive gap in corporate planning and personal management.

**Leadership for Global Citizenship**  
*Barbara C. Crosby, 1999*

**Book**

"Leadership for Global Citizenship" offers the leaders a comprehensive leadership framework and practical guidance for inspiring and mobilizing citizens around the world to join in local and global initiatives to promote the common good.

**Leadership Games**  
*Stephen S. Kaagan, 1999*

**Book**

Experiential Learning for Organizational Development featuring 25 exercises. The book centers on those areas of primary concern to today's managers - team leadership, risking innovation, fostering collaboration, managing conflict, and using diversity.

**Leadership Moment, The**  
*Michael Useem, 1998*

**Book**

Michael Useem believes that leadership, at its essence, is the act of making a difference, especially when the stakes are high-be they personal, professional, or organizational. By examining what others have done when a company, a life, or even the fate of a nation was on the line, Useem shows us what works and what fails, what hastens a cause or subverts a purpose, and what must be done when we have to decide and perform under great duress.

**Leadership Odyssey: A Self-Development Guide to New Skills for New Times, The**

**Book**

*Carole S. Napolitano and Lida J. Henderson, 1997*

This book outlines the abilities that define the successful manager of the future, and shows how to master them all.

**Leadership Practices Inventory**

**Books, Diskette**

*James M. Kouzes & Barry Z. Posner, 1997*

The second edition of the "Leadership Practices Inventory" instrument package approaches leadership as a learnable set of behaviors. LPI makes leadership comprehensible for everyone. Evaluate and significantly improve your leadership skills.

**Leadership Secrets of Attila the Hun**  
*Wess Roberts, Ph.D., 1995*

**Audio**

Roberts draws from the imaginary thoughts of one of history's most effective and least beloved leaders, Attila the Hun, to discover leadership principles you can apply to your own situation.

**Leadership Skills for Managers**

**Audio**

This program focuses on the practical skills and techniques you need to become a leader.

**Leadership Skills for Women**

**Book**

*Marilyn Manning with Patricia Haddock, 1995*

This book provides information that will help the reader understand the qualities that make people leaders, and then teaches basic leadership skills that can be applied in the work place. The emphasis is on women and the book addresses unique challenges and opportunities women leaders face.



**Leadership Training for Supervisors***Ken Blanchard,*

A Ken Blanchard Training Program; basically a commercial tape with sample teasers and explanation of what is in the trainer's kit.

**Video****Leadership Without Easy Answers***Ronald A. Heifetz, 1994*

The economy is uncertain, education in decline, cities under seige, crime and poverty spiraling upward, international relations roiling: we look to leaders for solutions, when they don't deliver, we simply add their failure to our list of woes.

**Book****Leading at the Edge of Chaos***Daryl Conner, 1998*

By the author of "Managing at the Speed of Change", this book shows how to develop a radically new kind of organization, nimble enough to adapt instantly to changing market conditions. Conner defines the new roles that all leaders must assume in order to direct the changes that are crucial to their organizations' survival.

**book****Leading Minds***Howard Gardner, 1995*

In this book, Gardner identifies crucial but hitherto neglected components: the mind of the leader and the minds of his or her followers.

**Book****Leading with Knowledge***Richard C. Huseman, Ph.D, and Jon P. Goodman, Ph.D, 1999*

Knowledge management is a way of thinking and acting, and describes organizations that recognize the competitive advantage of intellectual capital, particularly that represented by their employees. This book provides examples of best practices and blueprints for developing a leading 21st century organization.

**Book****Leading With Soul***Lee G. Bolman, Terrence E. Deal, 1995*

This parable is the story of Steve, a leader who feels he has lost his edge. He has tried all the normal routes of management including training, strategic planning, reengineering, and time management. His supervisor sends him to see Maria, who helps him find his way through spiritual traditions, poetry, philosophy, and social science teachings on leadership.

**Book****Leading Without Power: Finding Hope in Serving Community***Max DePree, 1997*

From the best selling author of "Leadership as an Art" and "Leadership Jazz" comes a collection of fresh and inspiring wisdom on what it takes to inspire people toward their potential in business, nonprofit organizations and life.

**Book****Learning to Lead***Elwood Chapman and Patricia Heim, Ph.D., 1990*

Not all good managers are good leaders. This friendly, self-study book helps readers learn to become leaders. "Learning to Lead" explains the difference between managers and leaders. Learn what personality traits, behavioral changes, and goal-setting techniques are needed to become a leader.

**Book****Learning to Lead***Jay Conger, 1992*

In "Learning to Lead," Jay Conger shares his undercover experiences in five of the nation's most popular leadership programs to offer readers personal insights into the role training plays in leadership development.

**Book****Learning to Lead: On Becoming a Leader***Warren Bennis & John Goldsmith,*

This stand-alone workbook teaches managers how they can make themselves into leaders. Using a thorough self-assessment section and more than 30 one-day skill-building exercises, it walks readers through the basics of leadership.

**Workbook****Lessons in Leadership***Peter F. Drucker, 1998*

This facilitator's guide, used in conjunction with the workbook, will help you guide participants through the video. You can help them understand key aspects of leadership and how to recognize their own leadership strengths

**Video****Machiavelli on Modern Leadership***Michael A. Ledeen, 1999*

In perhaps the liveliest book on Machiavelli in years, the author measures contemporary movers and doers against the timeless standards established by the great Renaissance writer. Titans of statecraft; business and finance; Wall Street and investing; the military and sports are judged by Machiavelli's precepts on leadership and the proper use of power. The result is a wide-ranging and scintillating study that illuminates the thoughts of the Renaissance master and the actions of today's truly towering figures as well as the character-challenged pretenders to greatness.

**Book**

**Making Things Happen Getting Things Done: The Leader's Handbook** **Book**  
*Peter R. Scholtes, 1998*  
 A guide to inspiring your people and managing the daily workflow.

**Masterful Coaching: Extraordinary Results by Impacting People and the Way They Think & Work Together** **Book**  
*Robert Hargrove, 1995*  
 "Masterful Coaching" shows you how to unearth what people passionately care about, reach breakthrough goals, and implement transformational change. It will provide you with the ideas, methods, and tools that enable you to make the difference you have always wanted to make.

**Matching Leadership Style to the Situation** **Video**  
*Ken Blanchard, 1985*  
 This film teaches you to be an effective situational leader through the application of flexibility and diagnosis.

**Matsushita Leadership** **Book**  
*John Kotter, 1997*  
 In this immensely readable book Kotter relates how Matsushita created a large business, invented management practices that are increasingly being used today, helped lead his country's economic miracle after WWII, and created Japan's version of a Nobel Prize.

**New Global Leaders, The** **Book**  
*Richard Branson, Percy Barnevik, and David Simon, 1999*  
 "The New Global Leaders" takes readers into the private worlds of Richard Branson, Percy Barnevik and David Simon to provide candid accounts of how each has managed to redefine organizational growth and development in the late 20th century. For the first time, these amazing men share the philosophies, visions, and strategies that have made them outstanding models of leadership for our post-industrial era.

**Old Dogs, New Tricks** **Book**  
*Warren Bennis, 1999*  
 In today's dog-eat-dog world of competition and ongoing change, people in every position, especially the "old dogs," must learn to work in great groups and creative coalitions rather than as "lone wolves".

**Open Boundaries** **Book**  
*Howard Sherman and Ron Schultz, 1998*  
 This book will help today's businesses to break free of old patterns without overextending their resources or losing sight of their core goals and capabilities.

**Positive Turbulence** **Book**  
*Stanley S. Gryskiewicz, 1999*  
 "Positive Turbulence" begins with the recognition that change is inevitable. It then provides ways to keep change manageable and applies it to an organization's strategic advantage. Asserting that creativity need not be random, Gryskiewicz outlines a proactive process for bringing new information into an organization, making sense of it, and translating it into novel ideas that are both useful and actionable. Along the way, he relates specific strategies that individuals, teams, and organizations can use to increase their receptivity to Positive Turbulence and employ it effectively.

**Principle-Centered Leadership** **Audio**  
*Stephen R. Covey, 1992*  
 How can I break the endless cycle of "putting out fires" at work - and prevent crises before they happen? The answer is leadership - leadership which operates on a guiding set of "life principles." In this program, Stephen Covey identifies these principles - "natural laws" - and teaches you how to apply these laws to all aspects of your life.

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**Profiting From Intellectual Capital** **Book**  
*Patrick H. Sullivan, 1998*  
 This book is essential reading for today's forward-thinking executives, attorneys, accountants, and other professionals. Because while knowledge is power, knowledge can be profits, too.

- Reinventing Leadership** **Audio**  
*Warren Bennis and Robert Townsend, 1991*  
 At a time when the business world is more frenetic and more complex than ever, two of America's foremost experts on leadership come together to discuss the vital challenges and opportunities facing every professional. They then detail the specific traits that are essential for effective leadership.
- Reinventing Leadership, Strategies to Empower the Organization** **Book**  
*Warren Bennis and Robert Townsend, 1991*  
 This book compares and contrasts their leadership beliefs.
- Results Based Leadership** **Book**  
*Dave Ulrich, Jack Zenger, Norm Smallwood, 1999*  
 A landmark book, "Results Based Leadership" challenges the conventional wisdom surrounding leadership. The authors argue that it is not enough to gauge leaders by personal traits such as character, knowledge, style, and values.
- Sense & Respond** **Book**  
*Stephen P. Bradley and Richard L. Nolan, 1998*  
 This book provides a collection of timely and thought-provoking essays. Today's leading technology experts explore how the emerging Network Era is creating opportunities for firms that can adapt to the new "sense and respond" mandate.
- Skills of Encouragement** **Book**  
*Dinkmeyer and Losoncy, 1996*  
 Providing perhaps the most practical and motivating exercises available for training leaders, two of America's top experts show you the tools to build an "encouragematic" atmosphere and share an encouraging organization, while assessing progress, finding solutions, and conducting positive performance reviews.
- Spellbinders Charismatic Political Leadership, The** **Book**  
*Ann Ruth Willner, 1984*  
 "The Spellbinders Charismatic Political Leadership" is a comparative study of the leadership strategies of Sukarno, Nasser, and Nkrumah. Willner also included Weber's concept of political charisma as the general theme relating to these three leaders.
- Spirit at Work** **Book**  
*Jay A. Conger & Assoc., 1994*  
 In "Spirit at Work," the contributors argue that organizations possess great spiritual potential because they provide individuals with an essential link to the larger world. They use thought provoking examples to expand the definition of leadership to include the development of hospitable spaces for worklife, services to both the organization and the community, and personal development of individuals within the organization.
- Strategic Human Resource Leader** **Book**  
*Wm Rothwell, Robert Prescott, and Marie Taylor, 1998*  
 This book is an action planning guide for reinventing the HR function to assume a commanding role in the ranks of the first-rate leadership of an organization.
- Strategic Planning for Public and Nonprofit Organizations** **Book**  
*John Bryson, 1995*  
 This book will help you understand what strategic planning is and how to apply it in your own organizations and to a lesser extent, your communities.
- Synchronicity** **Book**  
*Joseph Jaworski, 1996*  
 Carl Jung defined synchronicity as that moment when things come together in an almost unbelievable way, when events that could never have been predicted seem remarkably to guide us along our path. This is the remarkable story of Jaworski's journey to an understanding of the deep issues of leadership, and an inspirational guide to developing the most essential leadership capacity for our time: how we can collectively shape our future. He describes three basic shifts of mind that are required to create and discover an unfolding future: how we see the world, how we understand relationships, and how we make commitments.
- Taking Charge: A Practical Guide for Leaders** **Book**  
*Perry M. Smith, 1986*  
 The purpose of this book is to provide a practical guide for leaders who head large and complex organizations. The fundamental premise is that leaders count, that people at the top can-should-make a difference. By setting standards, goals, and priorities, by establishing and nurturing a network of communications, a leader can make a difference in the daily performance of an organization.

**Tao At Work - On Leading and Following, The** **Book**  
*Stanley M. Herman, 1994*

A new interpretation of the ancient Tao Te Ching to lighten your overburdened spirit. Bringing the teachings of Lao Tzu into practical focus, the Tao at Work shows organization dwellers how to step back from the day-to-day grind and rediscover the joy of existence. A fresh, plain English interpretation of ancient Chinese philosopher Lao-tzu's classic Tao Te Ching, The Tao at Work lays the wisdom of these 2,500 year old verses at the feet of today's thoughtful business professional.

**Tao of Leadership, The** **Book**  
*John Heider, 1985*

Lao Tzu's "Tao Te Ching" adapted for a New Age. "Tao Te Ching" is one of China's best loved books of wisdom. It was originally addressed to the sage and wise political ruler of the fifth century B.C. It deals with natural law, or how things happen in a way of life, or how to live in conscious harmony with natural law and methods of leadership, or how to govern or educate others in accordance with natural law.

**Tenth Insight, The** **Book**  
*James Redfield, 1996*

In this sequel to "The Celestine Prophecy," James Redfield spins a tale that will take you on a trip through portals into other dimensions, where you will see the fear of the future that is endangering Earth's spiritual renaissance. You will grasp the Tenth Insight, and you will have an understanding of the long expanse of human history and the special mission that we all share in bringing humanity to its intended purpose.

**Theory Z** **Book**  
*William G. Ouchi,*

This book tells how American business can meet the Japanese challenge.

**Think Like A Manager** **Book**  
*Roger Fritz, Ph.D., 1994*

"Think Like A Manager" presents a step-by-step "how-to" strategy for building the skills every manager needs to be effective. It is about the nuts and bolts of managing, of establishing and meeting objectives, of getting results through people and being measured by those results.

**Thought Leaders** **Book**  
*Joel Kurtzman, 1998*

"Thought Leaders" is a collection of provocative interviews and profiles with 12 of the most innovative and distinguished executives, authors, and academicians about the trends and forces shaping the 21st century marketplace. It provides insights into how today's managers can go about positioning their companies for ongoing success.

**Values-Based Leadership** **book**  
*Susan S. Kuczmarski & Thomas D. Kuczmarski, 1995*

"Values-Based Leadership" offers a powerful vision to reinvigorate and restore the heart and soul of organizations. This timely book demonstrates how to replace the feeling of "anomie" - disillusionment, isolation, and hopelessness - and re-energize employees with a renewed sense of belonging, commitment and connection to their organizations. This comprehensive guide enables all types of organizations to reinvigorate their staff and restore security, community and purpose.

**Vision Retreat, The** **Guide**  
*Burt Nanus, 1995*

The Facilitator's Guide is a complete "how to" manual for the facilitator of the vision retreat meeting, explaining exactly what needs to be done to prepare for and conduct such a retreat.

**Visionary Leadership: Creating a Compelling Sense of Direction for Your Organization** **Book**  
*Burt Nanus, Warren Bennis, 1992*

Successful leaders know that nothing drives an organization like an attractive, worthwhile, achievable vision for the future. Nanus shows why vision is the key to leadership, and demonstrates how any leader can use a logical, step-by-step process to create and implement a powerful sense of direction in his or her organization.

**What Followers Expect From Leaders** **Audio**  
*James M. Kouzes and Barry Z. Posner, 1988*

In this audio program, "What Followers Expect From Leaders," you will find how effective leaders are able to understand the wants and needs of followers and build upon that understanding in leading others. You will hear straightforward advice on how to get others to see the future as you do by sharing your ideas and enthusiasm. You will also learn practical strategies for developing the credibility that is critical to effective leadership.

**Why Leaders Can't Lead, The**  
**Unconscious Conspiracy**  
*Warren Bennis, 1989*

**Book**

"Why Leaders Can't Lead" is an analysis of the problems facing anyone who tries to take charge of an organization-of whatever kind-and effect change. The book offers those engaged in the day-to-day tasks of leadership specific suggestions not only on how to counter the turmoil and inertia that threaten the best-laid plans, but also on how to keep routine, which absorbs time and energy like a sponge, from sapping their ability to make a real impact.

**Will to Lead, The**  
*Marvin Bower, 1997*

**Book**

This book describes how a flexible leadership network will help companies improve performance dramatically by enabling people to learn leadership on the job.

**Women of Influence, Women of Vision**  
*Helen S. Astin & Carole Leland, 1991*

**Book**

A cross generational study of women leaders and social change.

# Management

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## 101 Biggest Mistakes Managers Make

Book

*Mary Albright and Clay Carr, 1997*

This valuable career-enhancing guide tells where the pitfalls lie, so you can avoid them more easily, as well as how to recover from a mistake quickly and prevent it from happening again.

## Advancing Women in Business

Book

*Sheila W. Wellington, 1998*

"Advancing Women in Business" is a powerful tool for every manager who's interested in developing a more versatile, creative and resourceful pool of leadership talent for his or her company.

## 21 Ways to Defuse Anger and Calm People Down

Video

*CareerTrack, 1996*

You've had it happen to you: Someone erupts and you sit there speechless, frustrated, angry. You've seen it happen to others: Disputes bring your workplace to a halt, and mishandled anger damages relationships and productivity. The good news is, you can learn to manage other people's anger and turn it into a catalyst for positive change. With this program, you'll discover 21 specific anger-reducing techniques you can use with your co-workers, customers, employees, bosses...or anyone who needs to calm down.

## Adversity Quotient

Book

*Paul G. Stoltz, Ph.D., 1997*

Your Adversity Quotient, or AQ, measures your ability to prevail in the face of adversity, and according to Dr. Stoltz, can be increased dramatically and quickly. Through increasing your AQ, you will become more productive, creative, and competitive. AQ will help you change the way you understand, meet, and respond to all of life's most difficult challenges.

## A Little Knowledge is a Dangerous Thing

Book

*Dale Neef, 1999*

Explains the powerful driving role being played by knowledge in the emerging global economy.

## Art of Partnering, The

Book

*Edwin Richard Rigsbee, 1994*

"The Art of Partnering" will teach you that partnering is both a mind set and an activity. As you explore these pages, you will receive many opportunities to see and choose new possibilities for your career and your business, no matter what business you are in or position you hold. This book will enlighten you to the ways of working with others for synergistic (the whole equaling more than the sum of the parts, 1+1=3) solutions.

## Ackoff's Best: His Classic Writings on Management

Book

*Russell L. Ackoff, 1999*

Russell Ackoff is noted as an architect, city planner, doctor of philosophy, behavioral scientist, and trailblazer in organizational, operations and systems theory. This book is a compilation of his most controversial, influential, and wittiest work. Also included are his most lasting and thought-provoking writings on business, society, and human behavior that reflect the sweeping scope of Ackoff's intellect and expertise. His writings are designed to help you maximize your personal development and the effectiveness of your organization.

## Biology of Business: Decoding the Natural Laws of Enterprise, The

Book

*John Henry Clippinger III, 1999*

In "The Biology of Business," the author and nine outstanding contributors introduce managers to the Complex Adaptive System (CAS) of management, a system that takes into account all of the variables that have an impact on modern enterprises and allows managers to take control from the bottom up. The authors show how McKinsey & Co., Capital One, and Optimark have employed CAS to achieve specific business goals and improve overall corporate fitness.

## Activity Accounting: An Activity-Based Costing Approach

Book

*James A. Brimson, 1991*

Describes activity accounting in a clear, concise manner. It emphasizes the strengths and benefits of an activity-based approach to business management, and demonstrates how you can apply activity accounting to your organization.

## Birth of the Chaordic Age

Book

*Dee Hock, 1999*

"Birth of the Chaordic Age" is filled with concepts, ideas and philosophy that challenge our fundamental beliefs about money, organizations, leadership, management, the human spirit and our relationship to the natural world.

<b>Book of Five Rings for Executives, The</b> <i>Donald G. Krause, 1998</i> For business leaders searching for the secret to true competitive dominance, Donald Krause offers this highly enriched and easy to apply new interpretation of the classwork of the great Samurai swordsman Miyamoto Musashi. Krause shows how any executive can face the challenges of modern day competition like a Samurai warrior and win the battles of business.	Book	<b>Clock Speed: Winning Industry Control in the Age of Temporary Advantage</b> <i>Charles H. Fine, 1998</i> In business today, all advantage is temporary. In order to survive, let alone thrive, companies must be able to anticipate and adapt to change, or face rapid, brutal extinction. In this book, Fine brings a new vocabulary for understanding the forces of competition and making strategic decisions that will determine the destiny of your company, as well as your industry.	Book
<b>Business and Industry Assessments from the Workforce Development Group</b> 1998 A Catalog of Assessments.	Book	<b>Coach Talk</b> <i>CMR Films,</i> Mike Ditka discusses what it takes to be a leader.	Video
<b>Business Driven Human Resource Management</b> <i>David Hussey, 1996</i> "Business Driven Human Resource Management" illustrates how to shift HR from a purely administrative role to a company-wide strategic role.	Book	<b>Coaching and Counselingz</b> <i>Marianne Minor, 1996</i> This program shares practical advice on how to maximize performance through coaching and counseling employees.	Video
<b>Case of the Missing Person, The</b> <i>CRM Productions, 1983</i> In this gripping mystery, a supervisor's negative attitude "kills" an employee's productivity. However, in the happy ending, positive expectations bring the employee and the relationship back to life.	Video	<b>Coaching for Commitment: Managerial Strategies for Obtaining Superior Performance</b> <i>Dennis C. Kinlaw, 1989</i> Dr. Kinlaw has found that the best managers achieve sustained, superior performance not by means of control, but by coaching, mentoring, tutoring, counseling, and confronting their employees in particular ways. The strength and utility of this view is that it is a process that has been validated by use, not merely by theory, and it is one that any manager can learn to use.	Book
<b>Channel Champions: How Leading Companies Build New Strategies to Derve Customers</b> <i>Steve Wheeler and Evan Hirsh, 1999</i> The channels through which goods are marketed and distributed are the new drivers of commercial success. "Channel Champions" examines the companies that have thrived in this channel-based world and the secrets of their success.		<b>Coaching for Development</b> <i>Marianne Minor, 1995</i> "Coaching for Development" will teach you the five roles of a coach, how to model the best behaviors of each role, the six tools that are essential to coaching success and how to assess coaching needs.	Book
<b>China's Futures</b> <i>James Ogilvy, Peter Schwartz and Joe Flower, 2000</i> Scenarios for the world's fastest growing economy, ecology, and society.	Book	<b>Coaching for Top Performance</b> <i>American Management Association, 1992</i> Coaching is a set of management skills that enables others to perform. It is a way of communicating, and leading that encourages exceptional performance. This book/video will teach you, through a three-part process, how to develop skills to coach for top performance.	Notebook, Video

<b>Coaching Skills for Managers and Supervisors</b> <i>Fred Pryor Seminar Series,</i> This audio describes a popular and effective management approach.	Audio	<b>Competing On the Edge</b> <i>Shana L. Brown and Kathleen M. Eisenhardt, 1998</i> Written for managers (or would-be managers) who understand that their primary challenge is not to survive change but to embrace it. The lessons and insight in "Competing on the Edge" offer an unprecedented opportunity to seize the change initiative, set the pace of competition, and ultimately dominate an industry.	Book
<b>Coaching, Counseling and Mentoring</b> <i>Florence M. Stone, 1999</i> This book addresses all three of these crucial management tools: coaching, counseling, and mentoring. It was written specifically to help you perfect these skills and use them to improve employee performance across all levels.	Book	<b>Conflict Resolution</b> <i>Helga Rhode,</i> Skill-building exercises for supervisors.	Video
<b>Collaborating : Finding Common Ground for Multiparty Problems</b> <i>Barbara Gray,</i> Presents innovative approaches to confront and overcome shared problems and resolve conflict.	Book	<b>Conflict: Managing Under Pressure</b> <i>David Pool, 1986</i> The benefits and destructive aspects of conflict are examined by looking closely at how roles, values, methods and other factors relate to conflict.	Video
<b>Collaboration Challenge, The</b> <i>James E. Austin, 2000</i> A very timely book of landmark collaborations between nonprofits and businesses set within conceptual frameworks that provide both academics and practitioners with guidance on how to make alliances better.	Book	<b>Corporate Aikido</b> <i>Robert Pino, 1999</i> This book is designed to unleash the potential within your company, to neutralize competition, and to seize growth. The martial art of aikido is based on the ancient philosophy of winning without fighting and victory over self. Instead of using your resources for an offensive strike, you concentrate this valuable energy on building your own strengths.	Book
<b>Common Knowledge</b> <i>Nancy M. Dixon, 2000</i> Based on an in-depth study of several organizations including Ernst & Young, Bechtel, Ford, Chevron, British Petroleum, Texas Instruments, and the U.S. Army that are leading the field in successful knowledge transfer, "Common Knowledge" reveals groundbreaking insights into how organizational knowledge is created, how it can be effectively shared and why transfer systems work when they do.	Book	<b>Corporate Culture Survival Guide, The</b> <i>Edgar H. Schein, 1999</i> Corporate culture pioneer Edgar Schein separates the sense from the nonsense in the field of cultural change. In this straightforward primer packed with practical advice and real world case studies, he explains the three ingredients of corporate culture.	Book
<b>Competence At Work</b> <i>Lyle M. Spencer, Jr. and Signe Spencer, 1993</i> This book can take the uncertainty and pain out of selecting the right personnel by providing you with a systematic way of pinpointing the people you need for the task at hand.	Book	<b>Corporate Cultures</b> <i>Terrence E. Deal and Allan A. Kennedy, 1982</i> Business experts everywhere have been finding that corporations run not only on numbers, but on culture. Organization consultants Terrence Deal and Allan Kennedy probe the conference rooms and corridors of corporate America to discover the key to business excellence. They find that the health of the bottom line is not ultimately guaranteed by attention to the rational aspects of managing-financial planning, personnel policies, cost controls and the like.	Book
<b>Competing for the Future</b> <i>Gary Hamel and C.K. Prahalad, 1996</i> By showing that the key to future industry leadership is to develop an independent point of view about tomorrow's opportunities and build capabilities that exploit them, Hamel and Prahalad reveal an entirely new definition of what it means to be strategic and successful.	Book		



<b>Creativity and Innovation for Managers</b> <i>Brian Clegg, 1999</i> "Creativity and Innovation for Managers" will appeal to any manager responsible for getting more out of a business. Creative thinking, creative problem solving and creative idea generation have become essential business tools. It looks at the pitfalls on the road to innovation and the ways to avoid them, pulling together the experiences of key practitioners in the field, both in the UK and the US.	Book	<b>Delegating</b> <i>Andrew E. Schwartz, 1992</i> This video discusses how to successfully delegate authority without hovering, undercutting or holding onto authority.	Video
<b>Creativity in Management</b> <i>John Cleese, 1991</i> Speech on creativity in management by John Cleese.	Video	<b>Delegation - The Power of Letting Go</b> <i>Robert B. Nelson, 1988</i> This book offers a concrete, specific step-by-step plan to delegation. The topic is presented in a studious style. Not a fun read, but it does offer a life vest to those many managers who stumble in an organization because they don't delegate well.	Book
<b>Crisis in Middle Management, The</b> <i>Emanuel Kay, 1974</i> This book hits on the basic motivations that make middle managers tick.	Book	<b>Developing People</b> <i>Training Direct,</i> The better the performance of your team, the more you can achieve as a manager. This course will show you how to develop your staff to fulfill their and your potential both as individuals and as team members.	CD-ROM
<b>Cycle Time Management</b> <i>Patrick Nothey and Nigel Southway, 1993</i> "Cycle Time Management" gives you the means to measure productivity in terms of time instead of revenue or people. It is a cohesive management strategy that integrates just-in-time production, computer-integrated manufacturing, and total quality control.	Book	<b>Dinosaur Strain, The</b> <i>Mark Brown, 1993</i> "The Dinosaur Strain" is unmistakable - there is a lack of vitality, innovation and energy. Most of all, in a dinosaur organization, there is simply no fun.	Book
<b>Dealing With Discrimination</b> <i>Dartnell,</i> This film will help managers enhance their supervisory skills and increase their sensitivity to subtle forms of discrimination violations. It will help reduce turnover, increase productivity and boost employee morale.	Video	<b>Don't Jump to Solutions</b> <i>William B. Rouse, 1998</i> William Rouse cuts to the heart of the most common causes of failed business plans and strategies and shows how to overcome them. It's a fast track primer in critical thinking and evaluation that strategic planners and managers at every level can use to approach their work more effectively.	Book
<b>Dealing With Misconduct</b> <i>Dennis K. Reischl,</i> Case studies and examples add flavor to this videotape in its presentation of optimum ways to deal with what one supervisor calls "full-size Bart Simpsons". But the real emphasis is on correcting, not punishing the errant worker to get the most production.	Video	<b>Effective Meeting Skills</b> <i>Marion Haynes, 1988</i> If you want to improve the quality of meetings you lead or attend, this self-study book is for you. It includes exercises, checklists, examples and case studies to help you plan, conduct and improve meetings.	Book
<b>Defining Moments</b> <i>Joseph L. Badaracco, Jr., 1997</i> This book is about work choices and life choices, and the critical points - or defining moments - at which the two become one.	Book	<b>Employee Awareness: Sexual Harassment</b> <i>AIMS Media, 1992</i> This program is designed to help employees see how subtle harassment fosters resentment, damages teamwork, and impairs group and individual efforts toward success.	Video

- Empowered Manager, The** **Book**  
*Peter Block, 1987*  
 This book is written for managers to gain ideas and offers practical ways to support the belief that we have some control over our destiny.
- Empowering Others** **Video**  
*American Management Association, 1991*  
 Part of the AMA Partnership Series, this tape emphasizes the importance of "delegating and coaching" while drawing from the example of air traffic controllers, as well as corporate examples.
- Everything You Always Wanted to Know About Supervision** **Video**  
 A new young female supervisor learns, after some unfortunate examples, how to get along with the peers she used to work with, but now supervises.
- Executive EQ** **Book**  
*Robert Cooper, Ph.D., and Ayman Sawaf, 1997*  
 This book details the sixteen competencies which are measured by the EQ Map, which give the competitive advantage. Teaches measurable ways for executives and teams to succeed. Based on extensive research, this book outlines four cornerstones for emotional intelligence.
- Exemplary Public Administrators** **Book**  
*Editors: T.L. Cooper and N.D. Wright, 1992*  
 This book is intended to spark discussion and debate within the academic community about the possibility and usefulness of a virtue-oriented ethic for public administration and the legitimacy of various approaches to identifying those who embody such an ethic.
- Face to Face: A Guide for Government Supervisors Who Counsel Problem Employees** **Book**  
*James M. Carroll, 1997*  
 Jim Carroll developed a straight-forward, common-sense approach to counseling employees. His methods go beyond the outdated and useless approaches that have been used ineffectively by supervisors for too long.
- Federal Manager's Guide to Discipline, The** **Book**  
*Denny Reischland and Ralph Smith, 1997*  
 This booklet moves from basic concepts used in disciplinary actions to alternative approaches to discipline.
- Federal Manager's Guide to Preventing Sexual Harassment, The** **Book**  
*Ralph Smith, 1998*  
 This booklet explains how the manager should approach sexual harassment.
- First Break All The Rules** **Audio**  
*Marcus Buckingham and Curt Coffmen, 1999*  
 What the world's greatest managers do differently based on in-depth interviews by the Gallup Organization of over 80,000 managers in over 400 companies - the largest study of its kind ever undertaken.
- First-Time Manager** **Audio**  
*Career Track Publications, 1990*  
 This 12-tape series is a step-by-step approach to mastering the essentials of management.
- Forty Years, 20 Million Ideas** **Book**  
*Yuzo Yasuda,*  
 A discussion of the Toyota suggestion system. The secrets of Toyota's successful suggestion system, how asking "Why?" again and again until basic answers are found explains how the system has worked for Toyota, and how they have built a relationship between labor and management.
- Free, Perfect, and Now** **Book**  
*Robert Rodin, 1999*  
 "Free, Perfect and Now" tells the dramatic story of a transformation from the inside. Detailing the hard lessons learned in competitive battle, it offers a compelling new perspective on the most pressing issue facing business people today: how to prepare a customer-focused corporation for a future you can't predict. This book also is a guide to help every manager turn ideas into concrete results.
- From Red Tape to Results** **Video**  
*National Performance Review, 1994*  
 ABC news presents a program specifically designed to train public sector organizations to transform themselves into customer-driven businesses.
- Frontiers of Management** **Book**  
*Rosabeth Moss Kanter, 1997*  
 This book presents a sweeping look back across the changing landscape of business, what has worked well, what hasn't, and what business still needs to learn.

**Getting Results Through Learning***Marjorie Budd, 1997*

This publication of the Federal Human Resource Development Council, designed for Federal managers, shows managers a new world of rapid low-cost or no-cost ways to build a smarter work force and keep it that way.

**Getting Things Done When You Are Not in Charge***Ed Bliss, 1993*

Proven techniques for enlisting key players, building support from management, taking risks, dealing with organizational politics, building and leading effective teams and increasing job performance and personnel satisfaction.

**Book,  
Video****Global Trends 2005***Michael J. Mazarr, 1999*

Periods of rapid change become the markers of new historical eras, as singular and profound as the shift from hunter-gatherer bands to agricultural society and the transition from the agricultural to the industrial era.

**Book****Goals and Goal Setting***Larrie A. Roullard, 1998*

This book tells the purpose of goal setting, the difference between mission, goal and objective, management's ideal role in setting and achieving goals and how to identify opportunities for goals.

**Book****Guru Guide, The***Joseph H. Boyett, 1998*

Guide for business people who need to keep abreast of the latest trends in management, but who simply don't have the time to read every book that hits the bestseller list.

**Book****Handbook of Coaching, The***Frederic M. Hudson, 1999*

In "The Handbook of Coaching," the author presents an introduction to professional coaching competencies by identifying the critical knowledge areas, skills, and techniques required and summarizing the major coaching theories from experts in the field. The author reveals how professional coaches challenge their clients, no matter what their age, to stay centered in their sense of purpose-producing remarkable results such as a renewal of spirit, enhanced resilience, improved performance, and honed leadership and collaboration abilities. This book offers a complete compendium for building, developing, and strengthening the skills needed to transform organizations and empower new leaders.

**Book****Handbook of Human Resource Management in Government***Stephen E. Condrey, editor, 1998*

The aim of the Handbook is to bring together a collection of well-researched, timely, and informative materials dedicated both to providing practical guidance and advice for practicing managers and students in the field and to maintaining contextual relevancy for those who study and teach human resource management.

**Book****Harvard Business Review***Harvard Business School, 1999*

In an increasingly uncertain world, managers look to the "Harvard Business Review" for expert guidance and new ideas for making strategic decisions under volatile conditions. This collection draws from the Review's best pieces on managing uncertainty, including the landmark "Competing for the Future" by Gary Hamel and C.K. Prahalad.

**Book****Harvard Business Review on Breakthrough Thinking***Harvard Business School Press, 1999*

Creativity and innovation are the keys to competitive advantage, and yet many organizations view inspiration as an elusive, unmanageable phenomenon. In fact, proven strategies for fostering and managing creativity do exist. This collection highlights leading ideas for incorporating the power of creativity into your strategic outlook.

**Book****Harvard Business Review on Corporate Governance***Harvard Business School Press, 2000*

Corporate governance can raise many difficult leadership, strategy, and policy questions within an organization. This volume is an essential reference, focusing on both policy and strategic challenges, for senior managers working with boards or dealing with governance issues.

**Book****Harvard Business Review on Crisis Management***Harvard Business School Press, 2000*

In the rapidly changing world of business, close calls and near misses are not uncommon. Obtaining the managerial skills and tools to effectively manage or avoid these crises is critical to the survival and success of your organization. This collection of eight essays highlights leading ideas on how to deal with difficult situations, crises and other sensitive topics in a business environment.

**Book**

**Harvard Business Review on  
Entrepreneurship**

*Harvard Business School Press, 1999*

With the economy booming, the opportunities have never been better for entrepreneurs. Beginning with the basics of writing a business plan, this wide-ranging resource offers something for all types of business pioneers, covering sophisticated topics such as how to navigate the world of venture capital funding and turning technological innovation into successful marketplace realities.

**Book**

**How to Avoid Emotional Leakage**  
*Telephone Doctor,*

Has an employee of yours ever had a bad day and mistreated a co-worker? Or worse yet, barked at one of your customers? We call it "Emotional Leakage" and it's costing organizations millions in lost sales and wasted public goodwill. Observing "Emotional Leakage" objectively helps employees realize how unfair this treatment can be. Humorous, fast-paced. Topics include: realistic illustrations and four-step cure.

**Video**

**Harvard Business Review on  
Knowledge Management**

*Harvard Business School Press, 1998*

Knowledge management, the way companies generate, communicate, and leverage their intellectual assets, has only recently emerged as the information economy's essential source of competitive advantage. This book is a collection of articles dealing with this important subject.

**Book**

**How to Delegate Work and Ensure It's  
Done Right**

*Dick Lohr, 1989*

Emphasizes that delegation really begins with mental preparation, and the manager who doesn't delegate is on a path to sabotaging his career. Also found here are the "How To's" of delegation, representing a practical checklist for effective delegation.

**Video**

**Harvard Business Review on  
Managing People**

*Harvard Business School Press, 1999*

From managing diversity to exploring alternative workplaces to debunking myths about compensation, the topics covered in this collection address how to build organizations with judicious and effective systems for managing people.

**Book**

**How to Get Results With People**  
*Jeff Salzman, 1987*

A cofounder of Career Track gives a briefing on several topics: importance of ego, building rapport, power, visibility, etc.

**Video**

**Harvard Business Review on  
Strategies for Growth**

*Harvard Business School Press, 1998*

"HBR on Strategies For Growth" gathers the latest tactics including how to scout for acquisitions, explore diversification, and stimulate innovation for finding today's growth opportunities.

**Book**

**How to Influence Motivation**  
*CMR/McGraw-Hill Film,*

This film shows how a manager can foster employee motivation at three crucial stages of job performance: before a new task is begun, while the task is in progress, and after a task has been completed. (Leader's guide included).

**Video**

**Helping Hand: Coaching Skills, The**  
*Video Arts, 1990*

This film presents the essentials in coaching and outlines the benefits and process of coaching an employee by first answering the question, "Why Coach?"

**Video**

**How to Lead Effectively**

Looks at four different styles of leadership: directing, consulting, delegating, and participating.

**Video**

**How Am I Doing?**  
*Video Arts, 1977*

This film is devised to demonstrate how to prepare, conduct and follow through an effective appraisal interview.

**Video**

**How to Make Meetings Work**

*Michael Doyle and David Straus, 1976*

The interaction method of meetings stops wasting time in meetings, and increases productivity up to 15%. This gives everyone a feeling of greater participation and influence. It analyzes 16 types of problems people tell you in meetings and what to do about them. It also tells you seven reasons for not having a meeting.

**Book**

**How to Manage Multiple Projects,  
Meet Deadlines & Achieve Objectives**

*Fred Pryor,*

This video will provide you with information on how to deal with unplanned phone calls and drop-ins. Learn how delegation can free you for higher priority tasks.

**Video**

**How to Write and Conduct Effective  
Performance Appraisals (Vol. 3)**

*CareerTrack Publications, 1992*

Avoid common evaluation biases that result in overly subjective and unfair appraisals.

**Video**

**How to Measure Human Resources  
Management**

*Jac Fitz-enz, 1995*

In this era of increasing cost and budget justification, HR professionals need not only make their function more responsive to organizational changes, they need to prove their contribution to the bottom line. This timely updated edition shows you how to do both, and at the same time upgrade your standing with your company.

**Book**

**HP Way: How Bill Hewlett and I Built  
Our Company, The**

*David Packard, 1996*

David Packard shares his beliefs and tells the simple yet extraordinary story of his life's work and of the company that he and Bill Hewlett started in a one-car garage fifty-five years ago. Since then Hewlett Packard has produced thousands of innovative products for millions of customers throughout the world.

**Book**

**How to Solve Problems**

*Ken Leuders, 1986*

Directed toward supervisors. Portrays the procedures for reaching solutions with employees. You may be thinking about self-directed teams in your organization. With this program, you'll learn how to do it right.

**Video**

**Human Capital**

*Thomas O. Davenport, 1999*

In "Human Capital," the author explores this worker-as-investor notion, describing what it means to both employer and employee. He explains how companies who treat workers as investors can attract, develop, and retain people who get so much value from the organization and give so much back in return that they create a competitive advantage.

**Book**

**How to Supervise People: Techniques  
for Getting Results Through Others**

Leadership is the ultimate challenge in any job. It takes skill, toughness and sensitivity. In this video you will learn the techniques to develop and inspire your people; the keys to team building; how to deal positively with conflict; the best measures for cost control and methods for improvement, plus much more! A must for any current supervisor or anyone working their way up the corporate ladder to a supervisory position.

**Video**

**Human Equation, The**

*Jeffrey Pfeffer, 1996*

In this critical examination of the people management practices prevalent in many of today's companies, best selling author and management expert Jeffrey Pfeffer argues that much of the conventional wisdom is actually tremendously destructive to both employee relationships and organizational performance. The Human Equation provides much needed guidance.

**Book**

**How to Write and Conduct Effective  
Performance Appraisals (Vol. 1)**

*CareerTrack Publications, 1992*

The role of the appraisal in overall performance improvement.

**Video**

**Human Resource Strategies**

*Graeme Salaman, 1993*

"Human Resource Strategies" addresses key themes and debates within the field, including the limiting assumptions which underpin the current dominant approach to human resource management, the role of HRS in the public and non-profit sectors, and the contradictions that may arise between competitive business strategies and long-term, integrated human resource strategies.

**Book**

**How to Write and Conduct Effective  
Performance Appraisals (Vol. 2)**

*CareerTrack Publications, 1992*

Keep track of performance throughout the year, and evaluate it fairly.

**Video**

**Human Side of Managing  
Technological Innovation, The** **Book**  
*Ralph Katz, 1997*

This is a collection of readings on the management and motivation of professional performance, managing innovative groups and project teams, the management and leadership of technical professionals, the management of professionals within innovative organizations, management of organizational processes, and managing technological innovation.

**I'm Glad You Noticed! Positive  
Reinforcement** **Video**  
*Dr. Patrick G. Handley,*

This video contains a common sense approach to managing others. Practical applications are provided for positive management skills.

**If It Ain't Broke Break It!** **Book**  
*Robert J. Kriegel and Louis Patler, 1991*

Today, business people have to turn the old rules inside out, upside down, and backwards not only to succeed, but to survive. This book will help you learn to unlock the creative thinker in yourself, to work smarter, in order to face the future in business. It explores real life examples of Break-It Thinking in Hewlett-Packard, IBM, Apple, PepsiCo, and more.

**If It's Broken, You Can Fix It** **Book**  
*Tom E. Jones, 1999*

This book will help managers recognize the 20 key behaviors that contribute to workplace dysfunction, help dysfunctional employees formulate their own solutions by using a proven four step process, and lead dysfunctional people through change by setting a visionary course, sharing information, and training them to cope with the new situation.

**If Only We Knew What We Know** **Book**  
*Carla O'Dell, C. Jackson Grayson, w/ Nilly  
Essaide, 1998*

"If Only We Knew What We Know" is about how to improve the performance of your organization; it's about how to generate profits using existing methodologies and in-house know-how. It is also about internal transfer of best practices in organizations. This book also focuses on "internal benchmarking" -- looking inside your own organization and transferring best practices.

**In Search of Excellence** **Book**  
*Thomas J. Peters and Robert H. Waterman,  
Jr., 1984*

This book includes lessons learned from some of the top American companies. These companies (43 in all) are diverse in nature, but all share 8 basic principles of management, which have made them leaders in their fields.

**Introduction to Supervision** **Video**

Integrity in public service is a theme of this tape, which highlights the importance of earning the public's trust. Next it delves into supervisory communication skills and the variety of impacts that these skills have.

**Keeping Talented Employees** **Video**  
*Bureau of Business Practices, 1988*

This tape tells the viewer how to find and then keep excellent employees. Through a series of examples, the tape shows what today's worker is looking for -not just money, but job enrichment and enhancement; not just a job, but a career.

**Knowledge Management Handbook,  
The** **Book**  
*Jay Liebowitz, 1999*

"The Knowledge Management Handbook" provides an essential reference, integrating perspectives from researchers and practitioners on knowledge management. This book outlines a sound foundation of the methodologies, techniques, and practices in the field. Advanced topics include knowledge, discovery, data warehousing, data mining, web-based technology, and intelligent agents.

**Knowledge Management Tools** **Book**  
*Rudy L. Ruggles, III, 1997*

"Knowledge Management Tools" is a unique collection of articles that provides some answers to questions such as what are the tools of the Knowledge Era? How can technology help knowledge generation codification and transfer? What are key considerations as such tools are implemented and what might the future hold for the augmentation and automation of knowledge work? The selections in this volume were carefully chosen to represent the strengths and weaknesses, and pros and cons of using technology to support knowledge-based activities. They acknowledge that, although tools alone are not the answer to the difficult questions surrounding knowledge management, if utilized effectively, tools can open up new realms of innovation and efficiency for today's knowledge-driven businesses.

**Leaders Who Make a Difference****Book****Burt Nanus and Stephen M. Dobbs, 1999**

The authors show how leaders build successful non-profit organizations by developing key relationships to improve their performance and move them toward a greater good - such as much higher levels of service to their clients and community. They describe the six key roles that effective leaders must play - Visionary, Strategist, Change Agent, Coach, Politician, and Fundraiser.

**Learning to Think Like a Manager****Video****Kirby Simmons and Max Reed, 1983**

This video dramatizes the plight of two fledgling managers as they make a series of typical transitional errors, then learn how to avoid more of the same. Demonstrating the five key differences between manager and subordinate, this video helps new managers shift their thinking gears to mesh with their new status. They'll learn to anticipate and avoid common problems, and to use available resources including coaching and support from the boss.

**Liberation Management****Audio****Tom Peters, 1992**

Tom Peters projects a very near future in which the business organization as we know it will no longer exist, and shows how we can meet his unprecedented challenge.

**Liberation Management With Tom Peters****Video****Tom Peters, 1992**

Crazy times call for companies to constantly look for better ways to improve products and services.

**Love and Profit: "The Art of Caring Leadership"****Book****James A. Autry, 1991**

This book represents the merging of Autry's two passions. It is a unique management primer, in poetry and prose, that might be the most truly honest and humane management book ever written.

**Management Challenges for the 21st Century****Audio****Peter Drucker, 1999**

In this major new work, "Peter Drucker" discusses how the new paradigms of management will change our basic assumptions about the practices and principles of management. It combines the wise practical experience, profound insight, sharp analysis and enlightened common sense that are the essence of Drucker's writing.

**Management Masterclass: A Practical Guide to the New Realities of Business****Book****Neil M. Glass, 1998**

This major new edition of "Management Masterclass" continues its comprehensive yet concise, inspiring yet practical synthesis of new management thinking and its relevance today and in the twenty-first century.

**Management of Organizational Behavior: Utilizing Human Resources****Book****Hersey, Blanchard, Johnson, 1996**

Provides readers with a thorough introduction to the exciting field of management of organizational behavior which is applicable to public and private management and administration in a wide variety of disciplines.

**Management of the Absurd****Book****Richard Falson, 1996**

In "Management of the Absurd," psychologist, educator, and former CEO Richard Farson presents a series of management paradoxes designed to challenge conventional wisdom and encourage managers to reexamine their assumptions about effective leadership. He demonstrates the value of a radically different perspective on leadership and offers managers powerful new ways to cope with the many perplexing problems of organizational life.

**Management Problems of the Technical Person in a Leadership Role****Video****Fred Pryor Seminars, 1995**

Making the difficult transition from technical person to manager is the topic of this three-part tape series. Office politics, listening skills, team-building and company loyalty all receive the attention they warrant.

**Manager's Role As Coach, The****Video****Joe Gilliam, 1993**

This video will show you how to build a winning team and discover those things that motivate people. The focus is on developing your greatest asset, your people.

**Managers as Mentors****Book****Chip R. Bell, 1998**

This book is about power-free facilitation of learning. It is about teaching through consultation and affection rather than constriction and assessment. It views learning as an expansive, unfolding process rather than evaluative, narrowing effort. It is the instruction book on how to do synchronized magic.

**Managing Anger in the Workplace****Video***Jim Lindsey, 1996*

This tape is actually a USDA class presentation showcasing a former OPM worker/expert and a retired IRS functionary as emcees for an examination of current approaches toward managing anger. Talking heads and artificial case studies prevail.

**Managing by Values****Book***Kenneth Blanchard and Michael O'Connor, 1995*

What if you could give your organization the gift of a magnificent and promising future while also discovering a way for all of its stakeholders to be satisfied in the process? That is what this book is about. The authors explain that a "fortunate" 500 company is defined not only by profitability, but by the quality of service it provides to customers and the quality of life it provides to its employees. Based on extensive research of organizational, group and individual performance, this book goes beyond "what" to rethink and reengineer to "how" to actually gain such benefits from the practical proven method known as "Managing by Values."

**Managing Effectively in a Reinvented Government****Book***Rus Ritter, 1997*

For all those managers who aren't human resource management experts, you will find this book a quick and reliable guide to how the rules work, and how to make them work for you. Every aspect of human resource management is covered in this book, and all you really need to know to make the right personnel management decisions is found between its covers. It's communicated in a light, readable style that's sure to hold your attention and keep you on the right side of the rules.

**Managing Leave & Attendance Problems****Book***Robert J. Gilson, Donald Musacchio and Ralph Smith, 1998*

Every federal manager and supervisor must know how to manage leave and attendance effectively. "Managing Leave and Attendance Problems" is down-to-earth and written in plain English.

**Managing Multiple Bosses****Book***Pat Nickerson, 1999*

How to juggle priorities, personalities and projects- and make it look easy.

**Managing People****Book***Harvard Business Review, 1999*

This book covers information on how to build organizations with judicious and effective systems for managing people.

**Managing Projects in Organizations****Book***J. Davidson Frame, 1995*

Projects have now become an organizational building block as companies have downsized, flattened, and initiated the use of teams as a means to greater productivity. In the field of project management, this book encompasses project, engineering, and service-based organizations and has examples from a range of industries, including government and health care. Frame makes current the important principles of project management to reflect realities for today's workers.

**Managing Tasks and Activities****CD ROM**

Managing Tasks and Activities helps managers at all levels master time management, project planning, delegation and problem solving. The course provides a structure for increased organizational effectiveness with less stress.

**Managing the Managers****Book***Robert C. Sampson, 1965*

Realistic approach to helping managers manage others. Advice on the power struggle, five management conflicts, power in work, and coaching. Also discusses humanistic management and staff development.

**Managing the Workplace Survivors****Book***Marvin Gottlieb and Lori Conkling, 1995*

As change in the workplace occurs, employees become increasingly disenchanted. If managers cannot meet the demands of change, they will fail in their primary role and the organizations will suffer. But if they respond effectively, they can be the champions of change and help bring about high productivity and commitment.

**Managing Work Under Pressure****Workbook***SSC Human Resource Development,*

A workbook for a training course, this guide touches upon a wide variety of topics relating to stress and offers a large number of ways to address them.



**Manufacturing Rationality***Yehouda Shenhav, 1999***Book**

"Manufacturing Rationality" can be read simultaneously as an historical account of the genesis of modern management, a chapter in the history of American capitalism, a critical analysis of industrial engineering, and as a sociology of (managerial) knowledge.

**Marketing HRD Within Organizations***Jerry W. Gilley and Steven A. Eggland, 1992***Book**

Proven tactics for promoting your programs within the company. Shows how to use a range of marketing tools to attain heightened visibility and employee commitment while ensuring that programs are cost-effective and contribute to the bottom line.

**Maslow on Management***Abraham H. Maslow, 1998***Book**

It is a clear confrontation of one basic set of orthodox values by another newer system of values that claims to be both more efficient, and more true. It draws on some of the truly revolutionary consequences of the discovery that human nature has been sold short.

**Mavericks in the Workplace***William G. Lee, 1998***Book**

This book shows how American corporations can tap the energy and brains in their own organizations. But the key won't be found in Human Resource programs, in piling on more perks, or in pricey compensation schemes. The key lies in genuine insight into what makes Americans tick: our social, cultural, and political make-up, which is a subject almost entirely ignored by management writers.

**Motivating Others***American Management Association, 1992***Video**

This video demonstrates a concrete set of guidelines to help you, the manager, elicit superior performance from employees.

**Negaholics: How to Handle Negativity in the Workplace***National Press Publications,***Video**

"Volume One: What is Negaholism and What is it Doing to You?" How Negaholism affects your personal and professional lives. "Volume Two: How to Keep Negaholism from Creeping up on You." Where you rank on the negativity scale. "Volume Three: Developing Positive, Productive Relationships With Negaholics." How to use and implement the Team Diagnosis Inventory.

**Net Worth***John Hagel III and Marc Singer, 1999***Book**

"Net Worth" lays out the economic and competitive dynamics that will foster the emerging business of the infomediary. The authors show how consumers will release their personal information, when they can profit from doing so. The book also explains why strategies for capturing customer information and mining it for value are essential to succeeding in the on-line world.

**New Asian Corporation, The***Michael Alan Hamlin, 2000***Book**

"The New Asian Corporation" provides indepth portraits of Asia's leading companies including organizational structures and market strategies. U.S. managers of Asian, North American, and European companies will find solid information on what their strongest competitors are doing as well as guidelines for expanding into Asian markets via joint ventures and subsidiary companies. Financial analysts, investors, and students of international business will gain unmatched insight into what will drive Asian growth in the new millenium.

**New Deal at Work, The***Peter Cappelli, 1999***Book**

"The New Deal at Work" is at once a comprehensive chronicle of the chain of events that has changed the relationship between employers and employees, and a perceptive look at how many companies are already responding to the new trends.

**New Machiavelli: The Art of Politics in Business, The***Alistair McAlpine, 1998***Book**

McAlpine, a business leader and former advisor to Margaret Thatcher, has taken the lessons Machiavelli preached, added new perspectives gained from his firsthand knowledge of business and power politics, and applied them to modern business practices.

**New Management, The***William E. Halal, 1996***Book**

A guide to the parallel revolutions in technology, business, and leadership.

**New Manager and the New Organization, The***Tom Peters, 1993***Audio**

In this special audio program, Tom takes a bold look at the future of professional organizations.

**New Managerial Mentor, The** **Book**  
*Patricia J. Fritts, 1998*

"The New Managerial Mentor" shows how to master the twelve key competencies of the new learning leader and balance the conflicting roles of Collaborator, Innovator, Producer, and Integrator to achieve success as a managerial mentor. For anyone committed to lifelong learning and self-renewal, The New Managerial Mentor charts a course between leading and learning that focuses on both the lessons of the past and the limitless possibilities of the future.

**New Supervisor, The** **Video**  
*American Management Association, 1988*

A number of case studies/examples are set forth, then examined by management expert Martin Broadwell. Crisp, interesting, and helpful video for the new or "newer" supervisor.

**Next Common Sense, The**  
*Michael Lissack & Johan Roos, 1999*

"The Next Common Sense" leads the new wave of management science thinking in defining what it takes to master complexity and make sense of modern corporate life.

**No Nonsense Delegation** **Book**  
*Dale D. McConkey, 1974*

This is a practical "How To" and "Why" guide to achieve better results in delegation.

**Nuts! Southwest Airlines' Crazy Recipe for Business and Personal Success** **Book**  
*Keith Freiberg, Tom Peters, Jackie Freiberg, 1996*

The remarkable story of the country's most successful airline and Herb Kelleher, the zany CEO, who built it with integrity, guts and nuts. "Full of original insights, upbeat stories, and concrete suggestions, 'Nuts!' shows how power principle-centered leadership inspires people to achieve incredible results."

**One Minute Manager Gets Fit, The** **Book**  
*Drs. Kenneth Blanchard and Marjorie Blanchard, 1986*

How to be fit and in shape for the rest of your life. For all those busy, achieving people with overcrowded schedules, here is an invaluable blueprint that shows you how to manage stress and make a lifetime commitment to fitness and well-being.

**One Minute Manager, The** **Book**  
*Ken Blanchard, 1981*

A practical handbook that turns three secrets into easy-to-use skills and helps you put them to work in real life immediately.

**Organizing for the Future** **Book**  
*Jay R. Galbraith, Edward E. Lawler III and Assoc., 1993*

"Organizing for the Future" presents a balanced discussion of practice, research, and theory. It brings together practical issues and academic research, to focus on future directions in organizational design.

**Partnering Intelligence** **Book**  
*Stephen M. Dent, 1999*

The importance of raising your partnering intelligence, or PQ, the intelligence vital to business success is made clear with this holistic, balanced approach to forming partnerships that last.

**Peak Performance** **Book**  
*Jon R. Katzenbach, 2000*

Katzenbach makes a compelling case for the importance of emotionally committed employees in achieving superior business performance. Also, Katzenbach examines the souls of the leaders of some of America's most successful corporations. The differences in core values and management styles make for an interesting, introspective study.

**Peter Drucker: On the Profession of Management** **Book**  
*Peter Drucker, 1998*

This volume gives us the rare opportunity to trace the evolution of the great shifts in our workplaces, and to understand more clearly the role of managers in the ongoing effort to balance change with continuity.

**Points of Influence: A Guide to Using Personality Theory At Work** **Book**  
*Morley Segal, 1996*

"Points of Influence" provides a primer for understanding and influencing individual human behavior in the workplace. With capsule instructions from the key personality theorists who have had the most profound effect on the study of motivation and human behavior, Morley Segal shows how each theory can help managers gain a better understanding of human behavior and expand their managerial skills.

**Power of Ethical Management****Book,  
Audio**

*Dr. Kenneth Blanchard and Norman Vincent Peale, 1988*

"The Power of Ethical Management" proves you don't have to cheat to win. It shows today's managers how to bring integrity back to the workplace. It gives hard-hitting, practical, ethical strategies that build profits, productivity, and long-term success.

**Power of Simplicity, The**  
*Jack Trout, 1999***Book**

Jack Trout has written this book to show managers how to cope with complexities by focusing on essentials. He shows you how to fight complexity and embrace simplicity.

**Practical Coaching Skills for Managers****Video**

*CareerTrack, 1997*

Good coaching skills let you empower your people without setting them adrift, keep them on track without riding herd, and push them to be their best without pushing them too hard. These tapes will help you and your company move successfully from traditional management to teams.

**Proactive Management & Sexual Harassment: Recognition, Intervention, and Prevention**  
*AIMS Media, 1992***Video**

This program emphasizes the important legal role managers and supervisors have in recognizing and preventing sexual harassment and in maintaining a hostility-free workplace culture.

**Professional Development for Women in Management****Video**

*Fred Pryor Seminars, 1996*

A three-part video series, "Professional Development for Women in Management" will help you maneuver around obstacles before they ruin your future. Learn and use proven techniques that help you gain the respect of others, strengthen your position, and project a professional image.

**Professional Supervision Skills****Video**

*CareerTrack, 1992*

Learn the techniques that can get your people motivated, the skills that get your jobs done fast and done right, and the insights that will help you build on your natural leadership abilities. This program will show you how to be a supportive coach, correct poor performance and bring out the best in your people. If you're a new supervisor, this program will break you in fast. If you're good now, it will help you get even better.

**Psychology of Winning, The**  
*Denis Waitley, 1987***Audio**

In "The Psychology of Winning," Denis explains that no race, no game, no small victory is important unless you are also a winner in life.

**Pursuit of WOW!**  
*Tom Peters, 1994***Book**

A practical guide to impractical times, containing the tactics and strategies you need to survive in these tumultuous times. Organized into more than 200 thought and action provoking elements, this book might drive you up the wall; it might drive you to distraction; but it might also drive you (and your business) to new heights in the twenty-first century global marketplace.

**Putting the One Minute Manager to Work****Book**

*Drs. Ken Blanchard and Robert Lorber, 1984*

Turns the three secrets of the "One Minute Manager" into day-to-day skills and shows how they work in real-life situations.

**Readings in Strategic Management****Book**

*Thompson, Strickland and Kramer, 1998*

The 43 readings have been grouped into five segments, each of which represents one of the major building blocks of strategic management: 1) The General Manager and Strategy 2) Business Strategy Formulation 3) Strategic Analysis in Diversified Companies and Strategic Alliances 4) Managing Strategy Implementation and 5) Business Ethics and Social Responsibility.

**Real Time****Book**

*Regis McKenna, 1997*

This book is about doing business in the real time world - one in which time and distance collapse, action and response are simultaneous, and customers demand instant gratification ...or else.

**Reinventing Government** **Book**

*David Osborne and Ted Gaebler, 1992*

This book is about the pioneers of a new form of governance. It is not so much about readers as it is about the ideas of these pioneers.

**Remade in America** **Book**

*Edited by J.K.Liker, W.M.Fruin & P.S. Adler, 1999*

In this volume, a team of eminent scholars uses case studies and large-scale surveys to explain in depth the process of transferring and transforming the best Japanese Management Systems (JMS) by both Japanese and U.S. owned firms.

**Serious Play** **Book**

*Michael Schrage, 2000*

"Serious Play" is about serious work: how the world's leading companies model, prototype, and simulate to innovate.

**Shaping the Managerial Mind** **Book**

*Peter Drucker & John E. Flaherty, 1999*

John Flaherty provides readers with a practical overview of Drucker's most important contributions to management and business strategy. He not only captures Drucker's fundamental management concepts and ideas but also shows how these principles have current relevance for today's practitioners.

**Silverlake Project, The** **Book**

*Roy Bauer, Emilio Collar, and Victor Tang, 1992*

"The Silverlake Project" is the inside story of the management principles that produced the AS/400, which helped to transform IBM into a market-driven company, and led them to win the Malcolm Baldrige National Quality Award.

**Six Action Shoes** **Book**

*Edward de Bono, 1991*

"Six Action Shoes" revolutionizes the way we act. De Bono explains that most situations in business, and in life, are ambiguous and confusing. The brilliant yet amazingly simple "six shoes" framework lets us identify different situations so that we can take control of them and respond in the most effective way possible. This book will help the reader become a success, and learn to tailor the action to the situation at hand.

**Smart Alliances** **Book**

*John R. Harbison and Peter Pekar, Jr., 1998*

Surveys of CEO's show that one of the biggest gaps in business knowledge is that of the know-how for forming lasting alliances. The authors, Harbison and Pekar, are senior consultants for Booz-Allen & Hamilton, a consulting firm on the cutting edge of addressing the problem. Their knowledge of how alliances can be used to take a company global is mapped out, with success stories of corporate legends.

**Smart Thinking for Crazy Times** **Audio**

*Ian Mitroff, 1998*

In "Smart Thinking for Crazy Times," Mitroff shows how to identify a genuine problem and approach it with a solid grasp of what is at stake, how to talk and think about it, and how to look at the whole situation in relation to its parts. This is a complete guide to the art of asking the right questions and solving the right problems.

**Soaring with the Phoenix** **Book**

*James A. Belasco & Jerre Stead, 1999*

"Soaring with the Phoenix" offers a combination of anecdotes, solid logic, and targeted advice that provides thoughtful lessons for organizations and individuals truly interested in tapping into their own potential.

**Social Life of Information, The** **Book**

*John Seely Brown, Paul Duguid, 2000*

"The Social Life of Information" gives us an optimistic look beyond the simplicities of information and individuals. It shows how a better understanding of the contribution that communities, organizations, and institutions make to learning, working, and innovating can lead to the richest possible use of technology in our work and everyday lives.

**Spiritual Audit of Corporate America, The** **Book**

*Ian I. Mitroff and Elizabeth Denton, 1999*

A depiction of the most important determinants of organizational performance. People who are more spiritually involved achieve better results. In fact, spirituality may well be the ultimate competitive advantage. Based on their research, Mitroff and Denton present five non-religious, non-offensive models for bringing people - body and soul - to work.

**Start-Up: A Silicon Valley Adventure** **Book**

*Jerry Kaplan, 1994*

The stunning effect of the entrepreneurial experience.

**Stepping Up to Supervisor***Marion E. Haynes, 1991***Book**

A wealth of information for new supervisors. This practical best selling book is organized into four logical parts: understanding the basics, developing personal effectiveness, working with individuals, and working with groups.

**Stop Managing Start Coaching***Jerry W. Gilley, Nathaniel W. Boughton, 1996***Book**

Managers are at the center of every organization, providing guidance and direction to their employees. But in today's dynamic work environment, managers must also assume a variety of nontraditional responsibilities if they expect to weather the effects of change.

**Straight from the CEO***Price Waterhouse, 1998***Audio**

In "Straight from the CEO," a wide variety of chief executives who are successfully managing today's rapid pace of economic change present their ideas about motivating people, unleashing innovation and creativity, the "debureaucratizing" of management, and learning from customers to revitalize the corporation.

**Strategies for Growth***Harvard Business Review, 1998***Book**

This book has gathered the latest tactics, including how to scout for acquisitions, explore diversification, and stimulate innovation.

**Succeeding As a First-Time Manager***CareerTrack, 1995***Video**

Most managers and team leaders never get the formal training they need. The result is years of trial and error. This program puts key management skills within easy reach. It's perfect for any manager - newcomer and veteran alike. They'll use what they learn to help them quickly take charge of their new jobs, help their people become top performers, and avoid problems that sabotage new managers. Ideal training for people who are new to the world of management or want to upgrade their existing supervisory skills.

**Swim with the Sharks***Harvey Mackay, 1989***Audio**

This comprehensive course on salesmanship, negotiation and management teaches you how to outsell, outmanage, outmotivate, and outnegotiate your competition.

**Taking Charge: A Personal Guide to Managing People and Priorities***Michael E. Feder, 1989***Book**

Learn how easy it really is to organize yourself and your projects from concept to action to final completion.

**Taking Charge: Making the Right Choices***Perry M. Smith,***Book**

How to handle demanding situations and issues; selecting, developing, and mentoring key people; firing incompetents; organizing crises; and keeping pace with technological change.

**Talent Solution, The***Edward L. Gubman, 1998***Book**

"The Talent Solution" provides a step-by-step program for achieving outstanding long-term results by getting the most out of an increasingly scarce resource - talent.

**Thinking Beyond Lean***Michael A. Cusomano and Kentaro Nobeoka, 1998***Book**

This book describes how multi-project management is transforming product development at Toyota and other companies.

**Thinking Outside the Boundaries***Fred Pryor Seminars,***Video**

Video One, "Getting Creative: Limber-up to Being Creative." Acquire tools to give yourself and others permission to be creative. Tap into your natural creativity. Video Two, "Inventive Problem Solving," creative problem solving made easy, and the possible pitfalls are explained so you can avoid them. Learn how to put seemingly unrelated or irrelevant ideas from other fields to work for you. Video Three, "Decision Making: A New Approach." Equip yourself to implement any idea. The process of creating reality from vision is explained with six ways to make effective decisions and five steps to implementing any idea.

**Tom Peters Live!***Tom Peters, 1991***Audio**

This program will allow you to spend a day with Tom Peters. No one makes sense of the world of management like Tom Peters.

- Tom Peters On Necessary Disorganization** **Video**  
*Tom Peters, 1994*  
 How can you keep the entrepreneurial spirit alive after you've gotten your company off the ground? And why should you? Whether you're setting your business strategy for the next five months or the next five years, this video is a must for understanding what it will take to succeed in the marketplace of today.
- Tom Peters on the New Manager and the New Organization** **Audio**  
*Tom Peters, 1993*  
 Now you can hear Tom Peters as he shares his thoughts on: Managing in a world of moving targets; building flexible, responsive organizations; the new role of the middle manager; and how to keep yourself growing and in demand.
- Tom Peters Seminars: Crazy Times Call for Crazy Organizations, The** **Book**  
*Tom Peters, 1994*  
 Peters offers a radical new view of how business can work in these crazy economic times. He takes you beyond reengineering, beyond total quality management, even beyond change, toward reinvention and revolution. The result, organized around the nine such "beyonds" is a timely, graphically exciting volume, loaded with "how to's."
- Top Grading: How Leading Companies Win by Hiring, Coaching and Keeping the Best People** **Book**  
*Bradford D. Smart, Ph.D, 1999*  
 The secret of great companies is hiring the right people, the "A" players. Statistically, half of all employment situations result in a mis-hire, or the wrong person for the wrong job. With Dr. Smart's Topgrading Concept, he has achieved 90% success. This book explains how and why it works, and how it can be implemented for managers at every level of an organization.
- Trust in the Balance** **Book**  
*Robert Bruce Shaw,*  
 Robert Shaw moves past the "right thing to do" argument and focuses on trust as a critical issue successful managers cannot take for granted. Drawing from a variety of examples from real business situations, Shaw explains the increasing importance of trust at four key levels: individual credibility, one-to-one collaboration, team effectiveness, and organizational vitality.
- Ultimate Rewards** **Book**  
*Steven Kerr, 1997*  
 The book tackles many of the hard issues and controversial questions about how to reward, what to reward and who should reward.
- Understanding & Managing Public Organizations** **Book**  
*Hal G. Rainey, 1997*  
 A comprehensive, up-to-date analysis of research on public organizations and management.
- Understanding Your Management Style** **Book**  
*Robert Benfari, Ph.D.,*  
 This book is subtitled "Beyond the Myers-Briggs Type Indicator, " and revolves around the MBTI and Jungian mythic types. This one's only for MBTI aficionados, as Benfari sticks very closely to the MBTI model for the full 202 pages.
- Wall Street Journal On Management, The** **Book**  
*David Asman and Adam Meyerson, 1988*  
 This is a short course in practical management, with lessons for virtually every executive. Many controversial issues are addressed, such as office romance, workaholics, the right to fire, and constructively criticizing your boss. Input from many managers and advisors worldwide.
- What Every Supervisor Should Know** **Book**  
*Lester R. Bittel and John W. Newstrom, 1990*  
 Although this volume, the most widely used book for in-service training, is strong on the "technical" side of supervision (setting clear cut tasks, etc.) it gives a great deal of emphasis to the people and personal sides as well.
- When the Canary Stops Singing: Women's Perspectives on Transforming Business** **Book**  
*Pat Barrentine, 1993*  
 This collection of provocative, timely, and encouraging essays proposes ways to transform the traditional workplace into a more wholesome and balanced environment that honors masculine and feminine traits as equally vital.

**Why Employees Don't Do What They're Supposed to Do**  
1988

**Video**

Approaches motivational problems from a supervisor's point of view. Suggests methods for getting more out of your employees.

**Working the Shadow Side: A Guide to Positive Behind the Scenes Management**

**Book**

*Gerald Egan, 1994*

This book identifies the skills and strategies required to gain economic advantage from strong, shadow-side competence.

**Worker's Compensation for Employers**

**Book**

*James Walsh,*

Taking a practical approach to taming "the workers' compensation monster," the author addresses how to prevent workers' compensation problems from happening in the first place; how to fight fraud and abuse; how to get the injured worker back on the job fast, etc.

**Workplace Violence: Employee Awareness**

**Video**

*1994*

Builds employee awareness about the seriousness of workplace conflicts. Conflicts are a natural part of the workplace, but when mishandled or overlooked they can cause serious disruptions in the work environment.

**Working Knowledge: How Organizations Manage What They Know**

**Book**

*Thomas H. Davenport and Laurence Prusak, 2000*

Davenport and Prusak tackle the practical issues of how companies can generate, codify, and transfer knowledge. In short, they provide a blueprint of how to put knowledge to work as a source of competitive advantage.

**Workplace Wars and How to End Them**

**Book**

*Kenneth Kaye, 1994*

Dr. Kaye uses a plethora of useful lessons from his years of experience dealing with people in business conflicts. The author provides a workable framework for problem solving.

**Working Knowledge: How Organizations Manage What They Know**

**Audio**

*Thomas H. Davenport and Laurence Prusak,*

Davenport and Prusak tackle the practical issues of how companies can generate, codify, and transfer knowledge. In short, they provide a blueprint of how to put knowledge to work as a source of competitive advantage.

**ZEN and the Art of Making a Living**

**Book**

*Laurance G. Boldt, 1999*

This book is the life-changing book that revolutionized the career planning field by offering a new vision of work. This new edition has been updated throughout with up-to-the-minute contact information and hundreds of new bibliographical and Internet resources. It includes an all-new section on developing a successful home-based business and creating an effective work development support group to assist you in your quest for fulfilling work.

# Organization Development

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## **"What You Are is What You Choose"**

**Video**

*Video Publishing House, 1990*

Morris Massey's speech on human behavior.

## **1999 Annual Vol. 2, Consulting, The**

**Book**

*Elaine Biech, 1999*

Volume 2 of the 1999 Annual focuses on consulting. Inside you will find hundreds of trustworthy tips that will improve the productivity and profitability of any organization.

## **7 Survival Skills for a Reengineered World**

**Book**

*William N. Yeomans, 1998*

Here are practical, ready to-use, no-nonsense skills and strategies you need to take charge of your career and your life, master the challenges of a business world that is reengineering itself, and face tomorrow's uncertainties with confidence.

## **A Practical Guide to Needs Assessment**

**Book**

*Kavita Gupta, 1999*

"A Practical Guide to Needs Assessment" is perfect for anyone seeking a methodical approach to needs assessment. You'll get a treasury of tools: worksheets, ready-to-use forms, and templates for planning a course of action. The accompanying disk, packed with job aids, enables you to customize materials for your own use.

## **Action Learning**

**Book**

*David L. Dotlich, James L. Noel, 1998*

"Action Learning" is a concept that addresses the wide variety of issues spawned by unrelenting change, by linking executive development to immediate strategic needs. It gives companies the power to recreate themselves by first recreating their leaders.

## **Action Learning in Action**

**Book**

*Michael J. Marquardt, 1999*

"Action Learning in Action" uses solid research results and extensive real-world examples to make the critical connection between action learning and organizational learning. Lessons from global leaders demonstrate how to leverage the benefits of action learning. With realistic advice, practical wisdom, and such hands-on tools as checklists and a comprehensive glossary of terms, Marquardt details the six elements of successful action learning programs. He addresses all aspects of design, implementation, and assessment, including the important facilitator role and the special needs of organizations with multicultural workforces.

## **Action Research**

**Book**

*Ernest T. Stringer, 1999*

No matter the setting - organizational, institutional, or educational - there are particular skills needed to conduct action research successfully.

## **Answers to Questions Most Frequently Asked About Organizational Development**

**Book**

*Bernard Lubin, 1995*

This is a short, practical book for students and managers who want an overview of the field of organizational development. The easy to read question and answer format is organized into topic areas to facilitate identification of those areas with which the reader is most concerned. The topics move from general statements, basic concepts and values to more specific questions regarding organization and the manager.

## **Approaches to Social Research**

**Book**

*Singleton, Straits, and Straits, 1993*

This book includes information on the scientific and logical foundations of social research, research designs, and data processing, analysis, and interpretation.



**Beyond Bureaucracy**  
*Warren Bennis, 1993*

**Book**

For over two decades, "Beyond Bureaucracy" has helped shape both modern academic thought and management practice with its far-reaching examination of the causes and consequences of change in organizations and leadership. In this classic collection of essays, the author employs a powerful behavioural science perspective to examine the strategic, methodological and conceptual issues central to changing organizations. He details the evolution of the old bureaucracy into the democratic organization so prevalent today and articulates the adaptive leadership behaviors required to meet the needs of these new organizations. In addition, Bennis reveals how the problems of change affect human organizations and tells what leaders can do to direct the rate, shape, and consequences of change.

**Blackwell Encyclopedic Dictionary of Organizational Behavior**  
*Nigel Nicholson, 1995*

**Book**

This is the first comprehensive international encyclopedia of the management sciences, exploring eleven major subject areas: accounting, finance, organizational behavior, human resource management, management information systems, business ethics, managerial economics, marketing, operations management, corporate strategy, and international management.

**Boundaryless Organization, The**  
*Ron Ashkenas, 1998*

**Book**

Discover the specific strategies premier companies are using to position themselves for success in the new knowledge economy.

**Broken Promises: An Unconventional View of What Went Wrong at IBM**  
*D. Quinn Mills & G. Bruce Friesen, 1996*

**Book**

"Broken Promises" is a cautionary tale of strategic miscalculation, managerial error, and a loss of confidence that demonstrates for executives at any large company the risks of neglecting customer and employee relationships in the face of large-scale change.

**Building a Foundation for Tomorrow's Organization**

**Video**

Short segments from a variety of tapes in the "Systems Thinking in Action" series touch on transforming the practice of management; remaining competitive in the 21st century; the power of dialogue; and related topics.

**Building Robust Competencies**  
*Paul C. Green, 1999*

**Book**

"Building Robust Competencies" explains how to use behavioral competencies to link human resource systems to an organization's purpose. This linkage will help organizations better communicate to associates how they can effectively guide their own actions. This book is also written for human resource professionals, who strive to link their organization's core competencies, capabilities, values, and priorities to its human resource applications.

**Building the Learning Organization**  
*Michael J. Marquardt, 1996*

**Book**

Imagine that your organization learned as a whole, almost as if it were a single brain. That everyone was driven by the desire for quality and continuous improvement. The author builds on these thoughts.

**Business As Unusual: The Handbook for Managing and Supervising Organizational Change**  
*Price Pritchett and Ron Pound, 1993*

**Audio**

Restructuring. Reengineering. Acquiring. Merging. Belt-tightening and down-sizing. Transforming the culture of the organization. Managing change has become a basic skill you need in today's world. This is your handbook to boost productivity, pump up morale, reduce job stress, and build momentum in your part of the organization.

**Business of Paradigms - Discovering the Future, The**  
*Joel Barker,*

**Video**

In this video Joel Barker, eminent futurist, defines what paradigms are and explains their effect.

**Centerless Corporation, The**  
*Bruce Pasternack and Albert Viscio, 1998*

**Audio**

For the first time ever, Booz-Allen & Hamilton, one of the world's top management consulting firms, offers a comprehensive strategy for business survival, a radical new business model for the 21st century corporation. Instead of command and control, EEO's and their executive teams must attract and deploy the most qualified people, provide an atmosphere that encourages learning and sharing of the best practices, and set the vision, identity, and values of the company.

**Centerless Corporation: A New Model for Transforming Your Organization for Growth and Prosperity, The** **Book**  
*Bruce A. Pasternack and Albert J. Viscio, 1998*

This book details a comprehensive strategy for business survival and success. The Centerless Corporation goes beyond the lines and boxes of today's rigid organizations, and defines new relationships which make traditional corporate center, command and control models obsolete. This is a compelling new model that presents practical solutions for how to build a more effective global organization, develop capabilities for growth, formulate a New People Partnership with employees, and cultivate leaders at every level of the organization.

**Challenge of Change in Organizations, The** **Book**  
*Nancy J. Barger and Linda Kirby, 1995*

This book offers practical strategies for advancing positive change by showing how change creates a wide range of responses. Practical tips are given to help employees move forward and overcome feelings of loss and confusion.

**Challenging Reality: In Search of the Future Organization** **Book**  
*Christopher Barnatt, 1997*

Explores changes in 5 key "facets of reality" past, present, and future. In its quest to rediscover the passion of past human wonders, it also predicts a "Future mindset" for achieving long-term business success.

**Changing the Game** **Book**  
*Eric G. Flamholtz & Yvonne Randle, 1998*

"Changing the Game" provides a comprehensive framework and a set of tools for the strategic management of organizational transformation. It will help managers meet the challenges of an increasingly competitive business environment.

**Character of Organizations, The** **Book**  
*William Bridges, 1992*

This book is about how organizations differ in character in the same way individuals do.

**Commitment in the Workplace** **Book**  
*John Meyer and Natalie Allen, 1997*

"Commitment in the Workplace" provides an overview of academic and popular perspectives on what committed employees look like and how they become committed in their job environment.

**Community of the Future, The** **Book**  
*Frances Hesselbein, Marshall Goldsmith, Richard Be, 1998*

"The Community of the Future" brings together today's top thinkers in business to provide insight into the powerful notion of community.

**Competing by Design - The Power of Organizational Architecture** **Book**  
*David A. Nadler and Michael L. Tushman,*

This book gives you the essential blueprint for designing an effective, competitive organization. It shows how organizational capabilities represent the last sustainable source of competitive advantage, and much more.

**Consultant's Calling, The** **Book**  
*Geoffrey M. Bellman, 1990*

"The Consultant's Calling" is for anyone who wants to know what consulting is really like as a career, as a living, as a life.

**Consultant's Legal Guide, The** **Book**  
*Elaine Biech, Linda B. Swingling, Esq., 2000*

"The Consultant's Legal Guide" is your complete resource for understanding basic legal terms, negotiating better agreements, protecting intellectual property and controlling legal costs.

**Consultant's Survival Guide, The** **Book**  
*Marsha D. Lewin, 1997*

Successful consultant Marsha Lewin offers consultants survival strategies for how to stay in business and thrive in this increasingly competitive environment. The book shows consultants how to stay in control, how to create a demand for their services, and how to do successful work.

**Consulting for Success** **Book**  
*David Karlson, 1991*

This book presents the personal characteristics of a successful consultant and how to make the transition from employed to self-employed.

<b>Continuous Learning in Organizations: 50 Principles &amp; 150 Activities</b> <i>Dr. Marlene Caroselli, 1994</i> This training manual is based on the fact that the more employees learn and learn how to learn, the more effective the organization, and they themselves will be. This book is designed to assist trainers and training departments redefine rules to maximize the intellectual resources of the organization.	Book	<b>Creating Change-Capable Cultures</b> <i>Gerald Sentell, 1998</i> "Creating Change-Capable Cultures" develops a necessary understanding of a new Paradigm of Paradigms, examines a new and useful definition of culture, and reveals how to use culture as an action tool to shape and sustain high performance organizations.	Book
<b>Control Revolution, The</b> <i>James R. Beniger, 1986</i> This book offers a skillful cross-disciplinary synthesis that draws on hundreds of scholarly studies in the history of technology, business, history, and social science. A challenging, highly readable work.	Book	<b>Creating High Performance Government Organizations</b> <i>Mark G. Popovich, 1998</i> This book presents practical advice and tools that managers and innovators at every level of government can use in molding their organizations into results oriented, mission-driven operations.	Book
<b>Corporate Celebration: Play, Purpose, and Profit at Work</b> <i>Terrence E. Deal &amp; M.K. Key, 1998</i> "Corporate Celebration" clearly links celebration and fun to the financial bottom line and provides a practical guide to planning and implementing meaningful celebrations in all types of organizations.	Book	<b>Critical Path to Corporate Renewal, The</b> <i>Michael Berr, Russell Eisenstat, Bert Spector, 1990</i> The authors assert that in order to be successful in the future, corporations must gain a competitive edge through coordination across functions, geographic boundaries, and division lines. The key to success is in unlocking the potential of employees.	Book
<b>Corporate Source Book</b> <i>Bellingham,</i> Addresses the problems and potential related to corporate culture change. It defines culture change, explains how culture affects the organization, and provides formulas, suggestions and resources for managing change efforts.	Book	<b>Cultivating Common Ground</b> <i>Daniel S. Hanson, 1997</i> Caring relationships give meaning to our work and provide a powerful source of energy for our organizations. As old structures crumble, we have the opportunity to build caring communities at work. "Cultivating Common Ground" explains what went wrong in the first place, names our fears, and provides real-life examples of how to release the power of relationships in the workplace.	Book
<b>Corporate Universities</b> <i>Jeanne C. Meister, 1998</i> In this behind the scenes look at the nature and future direction of corporate universities, Jeanne Meister reveals how corporate universities are creating a market driven education model for the 21st century.	Book	<b>Deming Management At Work</b> <i>Mary Walton,</i> Offers practical applications of the Deming Management Method as it is used by firms and organizations.	Book
<b>Creating a Learning Organization</b> <i>Barbara Braham, M.S.W., 1995</i> You need to know what a learning organization is before you can create one. As defined by the author, it is an organization where learning is integrated into everything people do as a regular part of the job. It is not added on. Written for managers on all levels, this book explores what it takes to become a learning organization	Book	<b>Designing Effective Organizations</b> <i>Henry Mintzberg, 1993</i> A study of the design of structures in organizations. Based on extensive research in the field, this book outlines what it takes to design an effective organization, presented in a form that will be read by managers, staff specialists, and consultants.	Book

**Designing Qualitative Research** **Book**  
*Catherine Marshall, Gretchen Rossman, 1999*  
Marshall and Rossman provide clear and direct guidance for writing successful proposals that fit into the framework of qualitative research.

**Designing Team-Based Organizations** **Book**  
**- New Forms for Knowledge Work**  
*Susan A. Mohrman, Susan G. Cohan, & Allen M. Mohrm,*  
The definitive guide to a successful transition, written by authors with more than fifteen years of research and Fortune 500 consulting experience. Their field-tested framework takes you step-by-step through the process of strategically deploying empowered teams that make a real difference.

**Designs for Adult Learning** **Book**  
*Malcolm Knowles, 1995*  
Practical resources, exercises, and course outlines from the father of adult learning.

**Diagnosing and Changing** **Book**  
**Organizational Culture**  
*Kim S. Cameron, Robert E. Quinn, 1999*  
The main purpose of this book is to help managers, change agents, and scholars understand, diagnose, and facilitate the change of an organization's culture to enhance its effectiveness.

**Diagnosing Organizational Culture** **Book**  
*Roger Harrison, Ph.D., Clinton Washington, 1992*  
This manual attempts to distill the insights of more than twenty years of work on organization culture in Europe and the United States.

**Diagnosing Organizational Culture** **Book,**  
**Training Manual** **Manual**  
*Roger Harrison, 1992*  
A fresh thoughtful approach that underlies Pfeiffer's experientially-based materials, books, workbooks, instruments, and other learning resources and programs.

**Diagnosing the System for** **Book**  
**Organizations**  
*Stafford Beer, 1985*  
This book deals with the fundamental problem of management: how to cope with complexity itself. It shows you how to design or redesign an enterprise in conformity with the laws of viability, and will help you to diagnose faults in your organizational structure.

**Discovering Common Ground** **Book**  
*Marvin R. Weisbord, 1992*  
This book introduces a highly successful new way for organizations and communities of all types to apply global thinking and democratic values to achieve rapid whole systems improvement.

**Distributed Mind, The** **Book**  
*Kimball Fisher & Maureen Duncan Fisher, 1998*  
"The Distributed Mind" is a powerful force, for if two heads are better than one, imagine how much better 20 heads are-if it is possible to manage them all! That's the fascinating subject of "The Distributed Mind": how progressive companies are creating teams of "knowledge workers" and coordinating their individual efforts into a web of high performance.

**Drucker Foundation - The** **Book**  
**Organization of the Future, The**  
*Frances Hesselbein and Marshall Goldsmith, 1997*  
The best thinking in the world on the future of leadership, organization, change, and innovation.

**Drucker Foundation - The Community** **Book**  
**of the Future, The**  
*Frances Hesselbein and Marshall Goldsmith, 1998*  
This book has leaders from around the world share their vision of what our communities will look like in the future.

**Dynamics of Organizational Levels,** **Book**  
**The**  
*Nicholas S. Rashford & David Coghlan, 1994*  
"The Dynamics of Organizational Levels" looks at "organizational levels" in terms of the complexity of levels rather than as the positions of hierarchy in an organization. It explains the dynamic relationship between an individual as he or she bonds to an organization, the working of the face-to-face team, the coordination of multiple teams in the interdepartmental group or division, and the organization's efforts to adapt to its environment.

**Edge of Organization, The** **Book**  
*Russ Marion, 1999*  
"The Edge of Organization" offers a readable, comprehensive, and integrated overview of the new sciences of chaos and complexity, including the author's multidisciplinary approach.

**Effective Facilitation Skills**  
*Career Track, 1997*

**Video**

This five-volume video program puts a powerful set of tools in your hands, all designed to help you and your group solve problems, make decisions and take action. Each volume zeros in on the challenges, problems and unknowns that groups invariably face from the moment they're formed. All told, you'll see 16 different facilitation tools demonstrated. Real-world situations bring each of these tools to life. You'll see how to use them to gather information, unleash group creativity, reach group decisions, take action, and resolve group conflict.

**Effective Facilitation, Achieving Results with Groups**  
*1994*

**Guide**

This Guide book includes Orienting to Facilitation, setting your own learning agenda, clarifying goals, and roles, fundamental principles of facilitation, implementing productive meetings, improving team performance, evolving best practices, and a catalogue of practices by stage of team development.

**Emerging Practice of OD, The**  
*Edited by Walter Sikes, Ph.D., Allan Drexler, Ph.D., 1989*

**Book**

This book provides the latest ideas of a varied, highly qualified group of OD practitioners and scholars.

**Emotional Intelligence At Work: The Untapped Edge for Success**  
*Hendrie Weisinger, Susan Williams, 1997*

**Book**

Emotional Intelligence encompasses abilities such as self-motivation, persistence, mood management, and the ability to empathize, think and hope. Psychologist Dr. Hendrie Weisinger shows how EQ can be applied successfully to improve important workplace situations such as negotiation, dealing with difficult co-workers, improving morale and motivation, and adapting to change.

**Expanding Our Now**  
*Harrison Owen, 1997*

**Book**

This book explores the evolution of Open Space Technology as a process for meeting management.

**Facilitating with Ease!**

**Guide, CD-ROM**

*Ingrid Bens, 2000*

"Facilitation with Ease!" is a gold mine of tools, tips, and wisdom, useful for both novice and experts. This guide will help you facilitate productive, effective meetings with skill and authority. Complete with worksheets on CD-Rom.

**Facilitation Skills for Team Leaders**  
*Donald Hackett and Charles Martin, 1993*

**Book**

This book teaches how to facilitate effective team meetings, how the facilitator can assist team members in achieving consensus, how to deal with team problems and difficult team members.

**Facilitator Excellence Handbook, The**  
*Fran Rees, 1998*

**Book**

Today's organizations are using groups and teams to carry out tasks and solve problems. To get the job done, managers and group leaders need to communicate and cooperate. Facilitation is the skill that saves the day!

**Facilitator's Guide to Participatory Decision-Making**  
*Lenny Lind, Catherine Toldi, Sarah Fish, Duane Ber, 1996*

**Book**

This manual and source book for facilitators, managers and leaders who want to encourage full participation, promote mutual understanding and help groups build inclusive, sustainable agreements, presents more than 200 valuable tools and skills and places them in the context of a lucid, realistic model for the dynamics of group decision-making.

**Facilitator's Handbook, The**  
*John Heron, 1989*

**Book**

In this handbook, John Heron presents a powerful analytic system which defines six distinctive dimensions used in the facilitation of experiential learning groups and the basic modes to decision-making in each dimension.

**Faultless Facilitation**  
*Lois B. Hart, 1991*

**Notebook**

This instructor's manual was prepared to help you teach others how to become faultless facilitators.

**Faultless Facilitation**  
*Lois B. Hart, 1996*

**Binder**

The new complete resource guide for Team Leaders and Facilitators.

**Fifth Discipline Fieldbook, The** Audio  
*Senge, Kleiner, Roberts, Ross, Smith, 1999*

The Fieldbook is an intensely pragmatic guide. It shows how to create an organization of learners where memories are brought to life.

**Fifth Discipline Fieldbook: Strategies and Tools for Building a Learning Organization** Book  
*Charlotte Roberts, Richard Ross, and Bryan Smith, 1994*

Ambitiously promoted as the first of a series, this sequel to Senge's "The Fifth Discipline" presents a collection of essays and exercises that describe tools, methods and resources being used by practitioners to create learning organizations. Many of the works can help companies solve particular problems; other more reflective pieces can help individuals productively change the ways they think and act. All expound on the learning disciplines Senge says can be used to create an environment conducive to lifelong learning.

**Fifth Discipline, The** Audio  
*Peter Senge, 1994*

Peter Senge's ground-breaking ideas on building organizations have made him a household name amongst corporate managers. His theories help businesses to clarify their goals, defy the odds, and recognize new opportunities.

**Fifth Discipline: The Art and Practice of the Learning Organization** Book  
*Peter Senge, 1990*

"An organization's relative ability to learn is becoming the only sustainable source of competitive advantage," says Senge. His five antidotes to learning disabilities are: "Building Shared Vision," "Personal Mastery," "Mental Models," "Team Learning" and "Systems Thinking." This challenging and unconventional work draws on science, spiritual wisdom, psychology, and cutting-edge management thought.

**Flashpoint: When Values Collide with** Video  
**Morris Massey**  
*Morris Massey, 1993*

"Flashpoint: When Values Collide" triggers a test of reality signaling organizations and individuals of their potential for survival as the millenium dawns. Coming from 20+ years of helping millions understand themselves better, Massey opens a flood of penetrating insights with a "S-E-A" view of contemporary values, conflicts, and human behavior. In a provocative blend of humor, directness, and honesty, the major myths and taboos surrounding Sex, Ethnicity, and Age are pulled back in a distinctive, irreverent dissection of "Diversity and Values."

**Flawless Consulting** Book  
*Peter Block, 1981*

Here is a tactical plan of action for every consultant whose plans have been stymied by limited authority or overruled by people who think they know better. This book offers sage advice on what to say and what to do in specific situations in order to see your recommendations through.

**Flawless Consulting** Book  
*Peter Block, 2000*

"Flawless Consulting" teaches how to deal effectively with clients, peers, and others. Using illustrative examples, case studies, and exercises, the author - one of the most important in his field - offers you his legendary warmth and insight.

**Focus Group Guidebook, The** Book  
*David L. Morgan, 1998*

Providing a general introduction to focus group research, "The Focus Group Guidebook" includes the appropriate reasons for using focus groups and what you can expect to accomplish with them. It provides a brief history of focus groups, a discussion of when to use them and why, and several brief case studies illustrating different uses of focus groups.

**Forward Thinking** Book  
*Robert D. Gilbreath, 1987*

Comprehensive book on change dynamics. It brings into focus choices confronting business.

**Free Agents** Book  
*Susan B. Gould, Kerry J. Weiner, Barbara R. Levin, 1997*

The authors teach professionals to ensure their marketability by refining the skills, creativity, and flexibility they need to meet the demands of a changing marketplace. The authors also provide managers with methods for attracting and accommodating the best because organizations need Free Agents.

**Future Perfect** Book  
*Stan Davis, 1997*

What was revolutionary a decade ago is still revolutionary. What's going on in the new economy.

**Future Search: An Action Guide to Finding Common Ground in Organizations & Communities** **Book**  
*Marvin R. Weisbord and Sandra Janoff, 1995*

"Future Search" explores a highly successful new way for enabling diverse people with a stake in an organization or community to plan their own future. This event brings a "whole system" into the room to explore participants' past, present, and desired future as a back-drop to action planning.

**Gifts Differing** **Book**  
*Isabel Briggs Myers with Peter B. Myers, 1995*

Written by the creator of the Myers-Briggs Type Indicator inventory, "Gifts Differing" explains the essential personality types described by the MBTI and their practical significance in your daily life. Drawing on concepts originated by Carl Jung, this book distinguishes four categories of personality styles and shows how these qualities determine the way you perceive the world and come to conclusions about what you've seen.

**Handbook of Organization Studies** **Book**  
*Stewart Clegg, Cynthia Hardy and Walter Nord, 1997*

This unique handbook presents a major retrospective and prospective overview of the field of organization studies.

**Handbook of Organizational Communication** **Book**  
*F. M. Jablin, L.L. Putnam, K.H. Roberts, L.W. Port, 1987*

It is the editors' hope that the "Handbook of Organizational Communication" will help to pull together many loose threads in the various strands of thinking and research about organizational communication, and especially, will help to point toward new theory and empirical work that can further advance this young and energetic field.

**Handbook of Organizational Culture & Climate**  
*Neal Ashkanasy, Celeste Wilderom and Mark Peterson, 2000*

"The Handbook of Organizational Culture and Climate" provides an exhaustive overview of current research, theory, and practice in this expanding field of both culture and climate of modern organizations.

**High Impact Consulting: How Clients & Consultants Can Leverage Rapid Results into Long-Term Goals** **Book**  
*Robert H. Schaffer, 1997*

Despite the fact that billions of dollars are spent annually on corporate consultants, success rates remain low. In this book, Schaffer explains why this is so and offers a new model for consulting services that will help both consultants and their clients understand the power of speed, flexibility and responsiveness.

**Horizontal Organization, The** **Book**  
*Frank Ostroff, 1999*

Hailed in "Fortune" as "a Model corporation for the next fifty years" and in "Business Week" as the "real thing", the horizontal organization has proved its power by transforming the performance of units of major corporations and organizations. Ostroff describes what it is, how it works, how it improves performance, where it can be applied, and how to develop it.

**How Organizations Learn** **Book**  
*Anthony J. DiBella and Edwin C. Nevis, 1998*

This book helps readers understand and increase the capability of their organizations to learn. Unless businesses develop their capability to learn, they are apt to suffer from such disabling tendencies as marketing myopia, group-think, the not-invented-here syndrome, and "reinventing the wheel."

**How to Achieve Balance in Your Life** **Video**  
*Ruth Siress,*

In this video series, viewers will learn how to: use the tools of balance in their lives; live by their own definitions of success; understand their feelings; become effective, not just efficient and put self-care at the top of their to-do lists.

**How to Conduct Organizational Surveys** **Book**  
*J. Edwards, M. Thomas, P. Rosenfeld & S. Booth-Lew, 1997*

This book was written as a resource for conducting surveys within organizational settings. It is designed to provide those who desire to conduct organizational surveys with step-by-step, how-to instructions. In the chapters, the authors describe the issues that must be addressed at each step in the survey process, the advantages and disadvantages that result from many of the choices that must be made and practical lessons that they have learned.

**How to Conduct Surveys****Book***Arlene Fink, 1998*

"How to Conduct Surveys" helps the reader organize a rigorous survey and evaluate the credibility of other ones by giving practical, step-by-step advice. Includes sampling techniques such as quota and snowball sampling. Didactic examples, practice exercises, and rules for performing technical computation are all here.

**How to Design Surveys****Book***Arlene Fink, 1995*

"How to Design Surveys" offers guidelines for experimental designs of surveys, as well as of cross-sectional, cohort, and case-control designs, and provides checklists of risks to avoid for internal and external validity.

**How to Measure Survey Reliability and Validity****Book***Mark Litwin, 1995*

This book shows readers how to assess and interpret the quality of their survey data by thoroughly examining the survey instrument used. The author explains how to code and pilot test new and established surveys. In addition, he covers such issues as how to measure reliability and validity, and how to address cross-cultural issues in survey research as well as how to scale and score a survey.

**Human Nature of Organizations, The****Book***J. Douglas Brown, 1973*

Looks at the depersonalizing effects of technology and business. The subtle ways leaders lead proves the case for a return to human standards.

**ICEBREAKERS: A Sourcebook of Games, Exercises and Simulations****Manual***Ken Jones, 1991*

This book distinguishes between games, exercises and simulations based on the thoughts and behaviour of the participants.

**Images of Organization****Book***Gareth Morgan, 1998*

Gareth Morgan shows how managers can broaden and deepen their understanding of organization and organizational problems, and use powerful new metaphors to shape new ways of working.

**Improving Survey Questions****Book***Floyd J. Fowler, 1995*

"Improving Survey Questions" enables researchers and practitioners to write better survey questions and helps users of survey data to evaluate their data more critically.

**In Action: Conducting Needs Assessments****Book***Jack Phillips, III, Editor,*

Presented here are 17 real-life examples of needs assessments conducted in a variety of organizations. Provides an arsenal of tools from which to choose to conduct your own needs assessment, as each case covers the strategy, techniques, and methodologies used to determine the specific needs of the organization's target group.

**In Action: Creating a Learning Organization****Book***Jack Phillips, Editor, 1996*

This book features real-world case studies that show how organizations transformed themselves into learning organizations - the kinds of high performance organizations that capitalize on trends, adapt well to change, and compound success with continuous improvement.

**In Action: Measuring Return On Investment****Book***Jack Phillips, 1995*

This book is a "must read" for HRD professionals grappling with ways to show their contribution to the bottom line. The book features 18 real-world case studies that explain how to determine the value of HRD programs and show how they contribute to organizational goals. Each case covers the strategy, techniques, and methodologies used in a variety of manufacturing, service, and government settings. Featured programs focus on training and development, organizational development, total quality, performance management, and employee selection.

**Individual Differences and Behavior in Organizations****Book***Kevin R. Murphy, editor, 1996*

"Individual Differences and Behavior in Organizations" pulls together existing research and stimulates new ways of thinking about how individual differences affect people's behaviors and experiences in organizations.



**Infinite Resource: Creating and Leading the Knowledge Enterprise, The**

*William E. Halal, 1998*

This book details, through the works of 19 leaders in business today, the changes Information Technology will bring about. "The Infinite Resource" is a visionary source of insight and information of consequence to leaders, managers, and others who must wrestle with the challenges these changes present, changes that could come full term by the year 2005.

**Book**

**Intervention Skills - Process Consultation for Small Groups and Teams**

*W. Brendan Reddy, 1994*

Written by a leader in small-group dynamics, this reader-friendly guide presents a focused, integrated framework for intervening in groups.

**Book**

**Innovation**

*Rosabeth Moss Kanter, and Fred Wiersema, 1997*

Innovation, the first book in the Business Masters Series, brings together in one place, for a quick reference and instant access, the best practices of today's industry leaders and business' most visionary thinkers. Full of conceptual insight, how-to tools and techniques, real examples, and proven strategies for creating, managing and sustaining processes that result in long-lasting new product successes, this book is the definitive source on innovative thinking in business today.

**Book**

**Invented Here**

*Bart Victor and Andrew Boynton, 1998*

With "Invented Here," authors Victor and Boynton argue that companies cannot rely on any one way for any length of time to succeed in a market where consumers want their goods and services individually customized through craft work, yet expect the speed and low cost of mass production.

**Book**

**Integrated Strategic Change**

*C.G. Worley, D.E. Hitchin, & W.L. Ross, 1996*

In "Integrated Strategic Change," the authors describe a process model of change that leads organizations through strategic analysis, strategy making, and the development and implementation of a strategic change plan. By integrating the process orientation of OD with the content orientation of strategy, an organizational capability is produced that helps organizations understand when and how to make fundamental strategic change.

**Book**

**Invisible Rules: Men, Women and Teams 1996**

These differences are not right or wrong but they result in confusion and conflict. By making these Invisible Rules visible, Dr. Heim provides the basis for better understanding, communication and teamwork.

**Video**

**Internal Consultant: A Fifty Minute Book**

*Marcia C. Meislin, 1996*

A new concept that uses a person within an organization to act as a change agent.

**Book**

**Knowledge Capitalism: Business, Work and Learning in the New Economy**

*Alan Burton-Jones, 1999*

What will organizations be like in the future? Discusses how a shift to a knowledge-based economy is redefining firms, empowering individuals and reshaping the links between learning and work.

**Book**

**Intervention and Collaboration: Helping Organizations to Change Dimock Hedley, 1993**

This book discusses theories, strategies and practices of collaborated interventions.

**Book**

**Knowledge for Action: A Guide to Overcoming Barriers to Organizational Change Chris Argyris, 1993**

"Knowledge for Action" presents a step-by-step description of how to assess an organization's capacity to learn, analyze the data, and design and implement effective interventions that help create a more dynamic and innovative organization.

**Book**

**Intervention Resource Guide**

*Danny G. Langdon, Kathleen Whiteside, 1999*

This book answers questions and gives you the field-tested tools you need to produce measurable modifications in performance.

**Book**

**Knowledge Management and Organizational Design**

*Paul S. Myers, 1996*

"Knowledge Management and Organizational Design" is a unique compilation of articles and book excerpts that describes how the form and management of an organization shapes its levels of knowledge transfer, innovation, and learning.

**Book**

**Large Group Interventions** **Book**  
*Barbara Benedict Bunker and Billie J. Alban, 1997*  
Barbara Benedict Bunker and Billie J. Alban present a comprehensive overview of the 12 methods of large group interventions currently in practice. The authors describe the methods' origins, explore their differences and similarities and present vivid examples and case studies that give the reader a firsthand account of each intervention.

**Large-Scale Organizational Change** **Book**  
*Allan Mohrman, Susan Mohrman and Gerald Ledford, 1989*  
This is a compilation of articles dealing with large scale organizational change. General topics include the impact of environment, the impact of people, and strategies for large scale organizational change.

**Learning Company, The** **Book**  
*Mike Pedler, John Burgoyne & Tom Boydell, 1997*  
In "The Learning Company," you will find ideas, methods, and useful tools to improve the organizational learning in your company. Individual learning is not the same thing as organizational learning. The company may be full of bright, creative, self-developing individuals, but that does not mean that it can learn and change as a whole living organism. Understanding and improving how we learn together, as a collective, is the new frontier.

**Learning Edge** **Book**  
*Calhoun Wick, Lu Stanton Leon, 1993*  
How smart managers and smart companies stay ahead. The first practical guide to mastering the art of intentional learning and creating a learning organization.

**Learning Organizations: Developing Cultures for Tomorrow's Workplace** **Book**  
*Sarita Chawla and John Renesch, Editors, 1995*  
Define the learning organization and mold your own company into one with help from this collection of essays by 39 of the world's most respected practitioners and scholars on this topic. Among the contributors are Fred Kofman and Peter Senge, Rosabeth Moss Kanter, Charles Handy, and Alain Gauthier.

**Learning Partnerships: How Leading American Companies Implement Organizational Learning** **Book**  
*Robert P. Mai, 1996*  
Does your company systematically tap the thinking of its employees to build new knowledge and new competitive advantage? Does it actively learn from its customers, suppliers, trade allies? These learning partnerships are the study of this practice-oriented approach to building a learning organization. Real-life case studies show how companies are implementing, including examples from companies large and small. An excellent tool for engineering change and renewal.

**Living Company, The** **Book**  
*Arie de Gues, 1997*  
Arie de Gues reveals the keys to managing for a long and prosperous organizational life. He draws a sharp distinction between "living companies" the purpose of which is to fulfill their potential and perpetuate themselves as ongoing communities and "economic companies" which are in business solely to produce wealth for a small group of individuals. He shows clearly that living companies manage for survival; economic companies manage for profit.

**Managing Chaos and Complexity in Government** **Book**  
*Kiel, 1994*  
A new paradigm for managing change, innovations, and organizational renewal. Offers an overview of the concepts of chaos theory and the science of complexity in government and demonstrates how public administrators can apply these concepts and create a new vision of organizational change.

**Managing Organizational Behavior** **Book**  
*John R. Schermerhorn, Jr., and James G. Hunt,*  
This book brings to its readers the content core of prior editions, along with many revisions, updates, and enhancements that reflect the management challenges and opportunities of today relating to organizational behavior.

**Managing Radical Organizational Change** **Book**  
*Karen L. Newman, Stanley D. Nollen, 1998*  
An in-depth study of how companies in central Europe made the unprecedented move from a centrally planned system to a market economy, with the breakup of the former Soviet Union. Their research provides a framework for helping current and future international business leaders.

- Managing the Rapids** **Book**  
*Kellie O'Reilly, 1995*  
 If you are interested in large-scale change, scenario planning, or simply exploring underlying assumptions, the stories in this anthology can help you navigate the rapids of an ever-changing business world.
- Managing Uncertainty** **Book**  
*Harvard Business Review, 1999*  
 The book provides expert guidance and new ideas for making strategic decisions under volatile conditions.
- Modern Approaches to Understanding and Managing Organizations** **Book**  
*Lee G. Bolman & Terrence E. Deal, 1984*  
 This sophisticated volume sorts out the seeming chaotic array of theories into four discrete "frames:" it provides case analysis from each of the four frames and remains highly engaging throughout. Relevant to the private, public and educational sectors, this excellent book provides the best synthesis for the practical understanding of organization and management theory available today.
- Neurotic Organization, The** **Book**  
*Manfred F. R. Kets de Vries & Danny Miller, 1984*  
 Corporations, as well as people, can be neurotic, paranoid, compulsive, depressive. Sometimes a neurosis reflects the leadership style of the top executive. Whatever their origins, neuroses threaten an organization's well-being. This book offers discussion on the irrational forces at work, as well as offering examples and case studies that illustrate, diagnose, and promote individual and organizational change.
- New Directions for Organization Theory - Problems and Prospects** **Book**  
*Jeffrey Pfeffer, 1997*  
 Offers a comprehensive analysis and overview of the field of organization theory and its research literature. The work traces the evolution of organization studies, particularly its more recent history, and highlights the principal concepts and controversies characterizing the study of organizations.
- New Organizational Wealth, The** **Book**  
*Karl Erik Sveiby, 1999*  
 "The New Organizational Wealth" outlines the conceptual framework for changing business strategies to focus on intangible assets. Managers can learn how to identify the indicators for their organization's intangible assets -- their employee's talents and strengths, their customers' support and interest, and their supplier's reliability and ingenuity.
- New Pay, The** **Book**  
*Jay R. Schuster & Patricia K. Zingheim, 1996*  
 "The New Pay" provides the critical tools for creating a total compensation strategy, and pay programs that add value and support organizational success.
- New Strategies for Public Pay** **Book**  
*Howard Risher and Charles H. Fay, 1997*  
 Rethinks government compensation programs. Examines current civil service compensation systems and analyzes proposals for reform. Also discusses issues of quality and fairness, merit pay, collective bargaining, and labor market influences.
- New Workplace, The** **Book**  
*Lauren Johnson, 1998*  
 In this concise collection, leading thinkers in the field of organizational learning address the new workplace.
- New World, New Rules** **Book**  
*Marina V.N. Whitman, 1999*  
 This book is a compelling chronicle of the American corporation's changing role, as well as a perceptive look at what these changes mean for both business and public policy.
- OD Source Book: A Practitioner's Guide, The** **Guide**  
*Randy K. Hess, Warren R. Nielsen, 1982*  
 This source book was based on the methods and style that the authors employ in their own practice in the field of organizational development. It includes descriptions of actual interventions, recommendations based on their experience, and observations regarding potential pitfalls.
- Open Organizations** **Book**  
*Mink, Mink, Downes, and Owns, 1994*  
 This book outlines a systematic approach to organizing and understanding the complex interrelationships in today's organizations. Includes a diagnostic guide to assessing and implementing change, as well as methods of assessment, program development, and program evaluation.
- Organization Development Classics** **Book**  
*Donald F. Van Eynde, and Dixie Cody Van Eynde, 1997*  
 In this book, readers will gain a historical perspective on both the theory and work of organization development that will greatly inform their practice.

**Organization of the Future, The** **Book**  
*Frances Hesselbein, Marshall Goldsmith, Richard Be, 1997*

This book is the best thinking in the world on the future of leadership, organization, change, and innovation.

**Organizational Capability** **Book**  
*Dave Ulrich, Dale Lake, 1990*

Going beyond the premise that the people of a company are its most important asset, the principles of organizational capability help executives realize, perhaps for the first time, their company's potential for competing from the inside out.

**Organizational Career Development** **Book**  
*Thomas G. Gutteridge, 1993*

Based on an American Society for Training and Development sponsored survey of career development practices in over one thousand large companies in the U.S., Europe, Australia, and Singapore.

**Organizational Culture and Leadership** **Book**  
*Edgar Schein, 1992*

Identifying culture in an organization and nurturing and shaping it to achieve organizational goals and missions are the focuses of this work.

**Organizational Design: A Practical Guide** **Book**

*Margaret R. Davis, David A. Weckler, Janis Paris,*

This book describes business process, work flow, organization and management structure, and coordination and control of group and individual activities.

**Organizational Development: A Practitioner's Tool Kit** **Book**  
*Lenny Ralphs, 1996*

A primer on Organizational Development (OD), a systemwide change that results in improved organizational health.

**Organizational Diagnosis and Assessment** **Book**  
*Michael I. Harrison and Arie Shirom, 1999*

"Organizational Diagnosis and Assessment" presents sharp image diagnosis, a distinctive approach to organizational consultation and planned change, that reflects current research and theorizing about organizational change and effectiveness.

**Organizational Learning Cycle** **Book**  
*Nancy Dixon, 1994*

Organizations learn in cycles. Drawing from the pioneering research of Argyris and Revans, Dixon identifies the characteristics of these learning cycles and explains how to accelerate them. She also explains how to make the transition to a learning organization, establish a learning-focused culture, and apply worker knowledge to improve performance.

**Organizational Misbehavior** **Book**  
*Stephen Ackroyd and Paul Thompson, 1999*

This book challenges the existing neglect in orthodox approaches to organizational behavior, and maps out the wide terrain across which misbehavior occurs in the workplace.

**Organizational Surveys** **Book**  
*Allen I. Kraut, 1996*

This "report from the field" uses numerous examples from a variety of organizations to show how you can use surveys to examine any facet of your operation. Covers the basics, from setting expectations to extrapolating data to reporting results to management.

**Organizational Transactions: Managing Complex Change** **Book**

*Richard Beckhard and Reuben T. Harris,*

Addresses organizational commitment to change, organizational culture, and how to increase and maintain productivity, creativity, and innovation in the midst of change.

**Organizational Vision Values & Mission** **Book**

*Cynthia D. Scott, Dennis T. Jaffe, Glenn R. Tobe, 1994*

Develop organizational vision, values, and mission to build team spirit and productivity.

**Organizations: Theory and Design** **Book**  
*Arthur Bedeian and Raymond Zammuto, 1991*

As modern society's most dominant institution, organizations exert a tremendous influence on our lives. This book is intended to create the most current, challenging, readable, and exciting survey of organization knowledge to date.

**OZ Principle: Getting Results Through Individual and Organizational Accountability, The**  
*Roger Connors, Tom Smith, and Craig Hickman, 1994*

**Book**

In this era of downsizing, empowering, team working, continuously improving, and reengineering, some companies, such as General Electric and Motorola, have made significant improvements. This book attempts to identify what is at the core of this success: individual and joint accountability for results.

**Paradigm Principles**  
*Joel Barker, 1996*

**Video**

Paradigm Principles helps you explore when to look for change, who brings it and how to capitalize on it. Through real-life examples and compelling stories, Joel Barker takes you out of the workplace and around the world to show exactly what happens when a paradigm shifts.

**Partnership Way, The**  
*Raine Eilsler, and David Loye, 1998*

**Book**

The authors show how to develop partnership groups in settings ranging from churches and self-help groups to colleges and high schools to begin the work of personal and global transformation.

**Path of Least Resistance for Managers, The**  
*Robert Fritz, 1999*

**Book**

"The Path of Least Resistance for Managers" teaches readers to take structural laws into account when they restructure their own organizations so the changes they attempt to make do succeed, and they can achieve their highest goals.

**Plan or Die! 10 Keys to Organizational Success**  
*Nolan, Golstein and Pfeffer,*

**Book**

The authors explain why organizations should be actively involved in creating change and provide a practical framework that has been proven successful in real-life applications.

**Please Understand Me: Character & Temperament Types**  
*David W. Keirse, Marilyn M. Bates, 1985*

**Book**

The point of this book is that people are different from each other, and that no amount of getting after them is going to change them. Nor is there any reason to change them, because the differences are probably good, not bad.

**Post-Bureaucratic Organization: New Perspectives on Organizational Change, The**

**Book**

*Charles Heckscher and Anne Donnellon, 1994*

This is a collection of articles by leading scholars in the field of organizational change. The far-reaching implications of the transformation of organizations from bureaucratic to post-bureaucratic are critically examined. The book concludes with two case studies that illustrate both the strengths and weaknesses of post-bureaucratic organizations.

**Power and Influence in Organizations**

**Book**

*Roderick M. Kramer and Margaret A. Neale, 1998*

This volume is a readily accessible compilation of current, original research in the area of power and influence in organizations, offering a rich exploration of emerging trends and new perspectives.

**Practicing Organization Development: A Guide for Consultants**

**Book**

*William Rothwell, Roland Sullivan, and Gary McLean, 1995*

In this exciting collection of readings, experts in the field of organization development take you through each phase of implementing the change process. The list of contributors reads like a "who's who" in organizational development today.

**Process Consultation: Its Role in Organization Development (Volume 1)**  
*Edgar H. Schein, 1988*

**Book**

Explains and clarifies the concept of process consultation and its role in organizational development, providing the core theoretical foundations.

**Productivity in Organizations**

**Book**

*John P. Campbell, Richard J. Campbell & Assoc., 1988*

"Productivity in Organizations" presents the state of the art of organizational productivity today. In fifteen original chapters, experts in diverse areas of industrial-organizational psychology thoroughly examine what productivity is and describe the best strategies for increasing it. They explain how individual and group performance contributes to productivity, uncover the psychological factors that maximize productivity efforts, and identify the most promising new directions for further research and practice.

**Promoting a Development Culture in Your Organization** **Book**

*Peggy Simonsen, 1997*

"Promoting a Development Culture in Your Organization" shows how to create a strong, flexible organization in which employees and companies work creatively toward shared goals. Focusing on current workplace issues, author and career development consultant Peggy Simonsen shows how to institute a thriving development culture throughout an organization by implementing a career development program that will establish open lines of communication and align individual and organizational purpose.

**Psychological Testing - An Inside View** **Book**

*Edited by: Moshe Zeiner and Robert Most,*

This book answers important questions about psychological and educational tests by focusing chapters on specific issues relevant to testing.

**Qualitative Studies of Organizations** **Book**

*John Van Maanen, 1998*

This volume is designed to focus and stimulate thinking on those areas of administrative science that have most profoundly shaped the development of organizational theory and behavior.

**Reengineering Alternative** **Book**

*William Schneider, 1994*

Challenges organizations to look within for their competitive weapons: at their inherent strengths, objectives, and their corporate culture. Defines the four basic types of cultures and behaviors and includes a questionnaire to help determine which culture your organization mirrors and which change and management techniques will likely succeed within it.

**Reengineering Management** **Video**

*James Champy,*

The President of the U.S. Chamber of Commerce opens this program addressing how to reengineer for success. James Champy, a founder of the concept, explains in detail reengineering and its importance to the nation. (This tape was made in Japan.)

**Reengineering Management: The Mandate for New Leadership** **Book**

*James Champy, 1995*

Learn how managers can, and must, reinvent their own jobs and managerial styles, being adept at dealing with four fundamental issues: the purpose of the business, the processes for accomplishing and managing work, the kinds of people the organization needs to work in reengineered processes, and the culture, which determines whether the atmosphere is conducive to change. Includes firsthand experiences of managers from well-known companies.

**Reengineering Revolution** **Book**

*Steven Stanton, 1994*

This compendium of techniques and tricks of the trade addresses key issues and problems that companies confront when reengineering. The authors discuss how to assess your organization's readiness, avoid mistakes, and overcome resistance. Includes tools that can help to generate "out-of-the-box" ideas, as well as methods for counteracting individuals who try to derail the process. Case studies and vignettes reveal successful and unsuccessful reengineering efforts.

**Reengineering the Corporation: A Manifesto for Business Revolution** **Book**

*Michael Hammer and James Champy, 1993*

Reengineering, also known as process innovation and core process redesign, is the radical redesign of business processes to achieve breakthrough results. Some say its chief tool is a clean sheet of paper. According to the authors, gone are task specialization, hierarchical management, and functional control. They are replaced by process teams who work together to perform an entire process (process team members don't represent functional departments: they replace the department structure). In addition, information technology acts as an enabler that allows organizations to change radically the way they do work.. Your company may or may not be ready for reengineering, but you need to know about it.

**Reengineering the Future** **Video**

*American Management Association,*

"Reengineering the Future" will help provide an overview of reengineering, answer the basic and most asked questions, motivate everyone to buy into the reengineering, and instill the new mindset needed to successfully implement reengineering.

- Reengineering Tool Kit** **Book**  
*Cheryl Currid and Company, 1994*  
 Shows you how the new tools and technologies for reengineering can be applied to your organization in a way that will improve your productivity and competitiveness. Technologies discussed include: networks, client/server databases, rapid development tools, groupware, knowledge bases and agents, mobile computing, CAD, CAM and virtual reality.
- Reframing Organizational Culture** **Book**  
*P.J. Frost, L.F. Moore, M.R. Louis, C.C. Lundberg, 1991*  
 This book is divided into three parts. The first examines three different frames of thinking about and conceptualizing organizational culture. The second part of the book examines ways to think about researching organizational culture. In the last section, the authors attempt to ground or locate the presentation of the material in the book in the cognitive, emotional and experiential frames of its creators.
- Reframing Organizations** **Book**  
*Lee G. Bolman and Terrence E. Deal, 1997*  
 From the authors of "Leading with Soul" comes a book about practical leadership strategy responsive to current and future organizational needs. "Reframing" can solve such problems as building effective work teams, responding to cutbacks, managing technological change, and more.
- Rekindling Commitment** **Book**  
*Dennis T. Jaffe, et al,*  
 This leadership guide to self-renewal gives new meaning, purpose, and a sense of community to your work.
- Rise of the Knowledge Worker** **Book**  
*James W. Cortada, 1998*  
 The articles in this volume come from a variety of sources not normally considered by managers and business executives. There are reports from historians, sociologists, academics, and economic experts. Each chapter begins with a brief introduction on the material, its significance, and something about the context in which it was written, including brief biographical comments on the author.
- Role of Organizational Development in Quality Management & Productivity Improvement, The** **Book**  
*Gary N. McLean and Susan H. Brandt,*  
 Gives Human Resource Development professionals an overview of past success of organization development in improving an organization's effectiveness. Also, includes recommendations for infusing quality and productivity into their practices.
- Sacred Cows Make the Best Burgers** **Book**  
*Robert Kriegel and David Brandt,*  
 Kriegel and Brandt show you how to coach yourself and others to create change-ready people.
- Sculpting the Learning Organization: Lessons in the Art and Science of Systematic Change** **Book**  
*Karen Watkins and Victoria Marsick, 1993*  
 This book shows how people learn in the workplace, and how to support learning through programs that foster high employee involvement and that help employees balance their work/life issues, individually as well as in self-directed teams. The authors present 18 case vignettes that explain how to create learning at the individual, team, organizational, and societal levels.
- Search Conference, The** **Book**  
*Merrelyn Emery and Ronald E. Purser, 1996*  
 "The Search Conference" provides a powerful tool for making organizations flexible and responsive. It will help you benefit from the diversity and creativity in your organization.
- Skilled Facilitator: Practical Wisdom for Developing Effective Groups, The** **Book**  
*Morley Segal, 1996*  
 Provides a primer for understanding and influencing individual human behavior in the workplace. With capsule introductions to the key personality theorists who have had the most profound effect on the study of motivation and human behavior, Morley Segal shows how each theory can help managers gain a better understanding of human behavior and expand their managerial skills.

**Spirited Leading and Learning:  
Process Wisdom for a New Age** **Book**  
*Peter B. Vaill, 1998*

"Spirited Leading and Learning" brings together some of Vaill's best writings. He has been a leading voice in organizational development for more than 25 years. He has consistently broken new ground in defining process wisdom - those critical competencies that include leadership development, continuous learning, and organizational culture.

**Standardized Survey Interviewing** **Book**  
*Floyd J. Fowler & Thomas W. Mangione, 1990*

The authors' goals in writing this book include giving cost-effective advice about doing better surveys.

**Steps to the Future: Fresh Thinking  
On the Management of IT-Based  
Organizational Transformation** **Book**  
*Christopher Sauer, Philip W. Yettor, and Associates, 1997*

Presents novel and stimulating ways of thinking about the dynamics of change. "Steps to the Future" includes a challenging vision of what organizations of the future will need to compete - and helps managers, executives, and consultants meet the challenge with a radically new, incremental approach to managing the process.

**Stewardship** **Audio**  
*Peter Block, 1997*

"Stewardship" is about accepting accountability for the wellbeing of the larger organization while, at the same time, giving up the need to control, take care of, or be taken care of by others. Block shows how to create a workplace where every member thinks and acts like an owner.

**Stewardship: Choosing Stewardship  
Over Self Interest** **Book**  
*Peter Block, 1995*

How to move from controlling and directing to shared governance, partnership and total ownership of business.

**Stirring of the Soul in the Workplace,  
The** **Book**  
*Alan Briskin, 1998*

Briskin shows how the modern organization has gradually increased its demands on us, beginning with our bodies, then our minds, and now our souls. He sends a message that encourages individuals to maintain their spiritual integrity and keep their values alive.

**Strategies for High Performance  
Organizations** **Book**  
*Edward E. Lawler III, 1998*

The fourth study of a continuing research program aimed at documenting how management practices in Fortune 1000 corporations are changing.

**Strategies for Mentoring** **Book**  
*Christopher Conway, 1998*

"Strategies for Mentoring" provides a comprehensive discussion of mentoring and, in particular, how the organization can benefit from introducing a mentoring program as part of the strategic management of its people. The author provides practical advice on the successful implementation of mentoring within the organization.

**Structure in Fives - Designing  
Effective Organizations** **Book**  
*Henry Mintzberg, 1993*

This book responds to the needs of managers and consultants who are involved in structuring an effective organization.

**Succeeding at Reengineering** **Video,  
Audio**

*Dr. Michael Hammer, 1994*

In "Succeeding at Reengineering," Dr. Hammer helps viewers appreciate the critical ingredients of reengineering success and identifies what business leaders must do to make reengineering work in their organizations.

**Systems Thinking Basics** **Book**  
*Virginia Anderson and Lauren Johnson, 1997*

This book introduces the power of systems thinking tools - clearly and concisely- fully engaging you in a step-by-step process of introduction, practice and reinforcement.

**Systems Thinking Systems Practice** **Book**  
*Peter Checkland, 1993*

This is a book about the interaction between theory and practice of problem solving methodology. Discusses systems thinking, systems practice, the development of soft systems thinking, the systems methodology in action, and implications of systems practice for systems thinking. Examples of building conceptual models and a workbook for starting systems studies are included.

**Techniques and Civilization** **Book**  
*Lewis Mumford, 1963*

"Techniques and Civilization" is a history of the machine and critical study of its effects on civilization.



- Ten Steps to a Learning Organization** **Book**  
*Peter Kline and Bernard Saunders, 1993*  
 To begin, the authors say a company must assess its learning culture, promote positive thinking, and make the workplace safe for thinking. Next, an organization must reward risk-taking, help people become resources for each other, and put learning power to work. They explain how this can be done by using integrative learning techniques that increase training and development efficiency, as well as spur spontaneous culture change. Finally, the authors show how to bring a vision to life, how to connect the company's systems, and how to get the show on the road.
- This Isn't the Company I Joined** **Book**  
*Carol Kinsey Goman, 1997*  
 "This Isn't the Company I Joined" provides concrete strategies to help you prepare employees for change before a major shift, energize a highly cynical workforce, build an environment of creative cooperation between workers and management, understand and benefit from the opportunities inherent in instability, and create a new employment compact which builds loyalty and encourages trust.
- Thoughtware** **Book**  
*J. Philip Kirby and David Hughes, 1997*  
 Organizations spend millions each year on reorganization efforts, yet over two-thirds of their efforts fail. Thoughtware is the genetic base of every organization that creates the context in which we work. This book will help organizations shift efficiently.
- Thriving On Chaos** **Audio, Video**  
*Tom Peters,*  
 This program provides a comprehensive approach to the subject of change: how to cope with it, love it, and thrive on it.
- Thriving On Chaos** **Audio**  
*Tom Peters, 1987*  
 This program challenges everything we thought we knew about managing. But these times demand a revolution. Our competitive situation is critical. These six audiocassettes will teach you not only to deal with, but to thrive on chaos.
- Tinker Toys** **Book**  
*Michael Michalko,*  
 A handbook of business creativity for today.
- Tom Peters: Thriving on Chaos** **Audio**  
*Tom Peters, 1987*  
 These audiotapes discuss customer responsiveness, achieving flexibility by empowering people and looking at a new view of leadership at all levels.
- Tomorrow's Organization** **Book**  
*Susan Mohrman, Jau Galbraith, Edward Lawler, 1998*  
 The Center for Effective Organizations, the premier business research center, offers a provocative new look at how to redesign organizations to meet the challenges of the twenty first century.
- Transformation Thinking** **Book**  
*Joyce Wycoff, 1995*  
 "Transformation Thinking" offers tremendous insights into how leaders, facilitators and employees at all levels of today's organizations can integrate the Creative Worldview into decision making, product development, idea generation, and many other daily activities in corporate life.
- Tyranny of the Bottom Line** **Book**  
*Ralph Estes, 1996*  
 "Tyranny of the Bottom Line" tells the story of how the corporate system, originally created to serve the public interest, has acquired immense power over the public. Estes provides a plan for creating more effective and humane companies.
- Ultimate Advantage, The** **Book**  
*Edward Lawler, 1992*  
 "The Ultimate Advantage" is an informed and detailed overview of how an organization must be designed to encourage innovation, increase cost effectiveness and deliver enhanced quality, customer service and speed.
- Understanding Reengineering** **Video, Audio**  
*Dr. Michael Hammer, 1994*  
 In "Understanding Reengineering," Dr. Hammer will help you and everyone in your company understand the concepts of reengineering and how they can be put to work in your organization.

**Using Qualitative Methods in Organizational Research****Book***Thomas W. Lee, 1999*

"Using Qualitative Methods in Organizational Research" offers a broad, overall description of qualitative research with the objective of facilitating the greater integration of qualitative and quantitative methods in organizational research. The book provides a look at the methods and tactics of qualitative research for both generating and testing management theories. It includes guidelines for deciding whether to use qualitative methods and overviews of four specific research designs. It describes how qualitative data is collected and analyzed and when and how to quantitatively analyze qualitative data. The author articulates the critical roles for reliability and validity and in the final chapter offers conclusions and recommendations for writing articles that report qualitative studies.

**What Works: A Decade of Change at Champion International****Book***Richard Ault, Richard Walton, Mark Childers, 1998*

This is the story of Champion International, one of America's oldest and largest industrial companies, which turned itself from an underachieving organization into a visionary competitor.

**What You Are is Where You See (Part 3)****Video***Morris Massey, 1981*

Dr. Massey continues his exploration of values programming into the future by showing you how to redefine and recreate your future, by shifting from the point of view imposed by your past to a new and more objective viewpoint.

**What You Are is Where You Were When****Video***Morris Massey, 1981*

In this program, Massey investigates the role of the past by explaining the three self-programming periods each young individual goes through in developing a value system.

**When Good Companies Do Bad Things****Book***Peter Schwartz, 1999*

The notion of corporations taking on social issues for the greater good is gaining momentum, not only because of political correctness but because it can strengthen a company's long-term strategy. This book explores the strategic relationship between know-how and integrity, demonstrating how companies that do not embrace the deeper meanings of these terms can jeopardize their own reputations and future prosperity.

**Whole System, The****Book***W. A. Adams, 1999*

The Whole Systems approach presents a powerful way to realize organizational change. It shows that such a dramatic transformation in the workplace is not only possible, but crucial for companies in the next millennium.

**Why Change Doesn't Work****Book***Harvey Robbins and Michael Finley, 1996*

The authors offer an examination of the problems we face in attempting great changes in the world of work, and teach managers and team leaders how to find real, sustainable change.

**Why Organizations? How and Why People Organize****Book***Bengt Abrahamsson, 1993*

This book goes beyond the basics of organizational theory to discuss these and other questions. Abrahamsson deftly surveys the conditions for the emergence of hierarchy, bureaucracy, and democracy in organizations - why organizations exist and if their existence is at all necessary.

# Performance

## **Addressing and Resolving Poor Performance** *OPM, 1998*

The purpose of this booklet is to help you address and resolve poor performance. This guidance should be used in concert with the technical advice you receive from your agency's human resources staff. You should also be aware that most agencies have specific procedures and requirements that must be followed, whether they are part of a negotiated bargaining agreement or other internal agency regulation.

**CD-ROM,  
Booklet**

## **Competitive Advantage Through People - Unleashing the Power of the Work Force**

*Jeffrey Pfeffer,*

Pfeffer explores why - despite financial results to the contrary - companies continue to attach secondary importance to their people. This book shows how companies of all sizes and in all industries can dramatically improve performance by redefining relationships with workers.

**Book**

## **Beyond Business Process Reengineering** *Patrick McHugh, 1995*

Describes a new and radical alternative to down-sizing, restructuring, cost reduction, and strategic repositioning. Holonic networks give businesses the agility to rapidly change product and service capabilities to meet rapidly changing market demands. Offers the advantages of: flexibility, high profits and sustainable customers.

**Book**

## **Directory for Building Competencies, The** *Dennis Kravetz, 1995*

One of the biggest challenges managers face is recognizing where improvement is needed in their employees' performance and then coaching them on it. This book's focus is on bottom-line performance, improvement and change. It zeroes in on suggestions that can be put into practice immediately.

**Book**

## **Beyond Training and Development** *William J. Rothwell, 1996*

State of the art strategies for enhancing human performance. The time has come for training and development professionals to move beyond training as a quick fix, and to focus instead on applying a wide range of human performance enhancement strategies. This book will provide a unified approach to performance improvement based on a single, original model.

**Book**

## **Doing Qualitative Research** *David Silverman, 2000*

A hands-on practical guide for learning the craft of qualitative research. It provides answers to all the questions you will ask as a beginning researcher from initiation to completion and dissemination.

**Book**

## **Breaking the Rules** *Kurt Wright, 1998*

This book offers profoundly insightful guidance for the inner work you must do before you can achieve true, self-sustaining excellence. Brings you a vital new approach to asking the right questions that will open you up to the on-stream guidance you need from your intuition to get on a roll and stay there.

**Book**

## **Employee Involvement and Quality Management in the Federal Government**

*U.S. Office of Personnel Management,, 1993*

At the foundation of quality management are three principles: focus on achieving customer satisfaction; seek continuous improvement; and fully involve the entire work force.

**Book**

## **Changing Nature of Performance, The** *Daniel R. Ilgen, Elaine D. Pulakos, 1999*

In "The Changing Nature of Performance," a stellar group of contributors addresses the changing nature of work performance and offers concrete suggestions on how the HR practitioner can cope. These experts examine seven major change factors that continue to influence individual performance, from the shift to team-based work to the interweaving of jobs with technology.

**Book**

## **Federal Manager's Guide to Improving Employee Performance, The**

*Mary Katherine Wiley, 1996*

This booklet covers the entire realm of Performance Management in the Federal Sector, from motivating through discipline, through coaching and awards, to terminating poor performers.

**Book**

- Guide for Analyzing & Solving Performance Problems in Organizations** **Book**  
*Erica J. Keeps, 1992*  
 In 44 original chapters, leading researchers and practitioners offer a state of the art perspective on the evolving field of human performance technology (HPT) - a study of technologies designed to enhance human performance and capabilities in the workplace. It explores the major aspects, such as demonstrating the financial benefits of HPT work to clients, developing ethical standards, and practicing HPT abroad.
- Guidebook for Performance Improvement, The** **Book**  
*Roger Kaufman, Sivasilam Thiagarajan, Paula MacCil, 1997*  
 This book offers a concise overview of organizational reengineering so your organization can strategically alter its future.
- Managing Performance Improvement Projects** **Book**  
*Jim Fuller, 1997*  
 This is a practical guide to managing performance improvement projects, broken down into three main areas: preparing the project, planning the project, and implementing the plan. These three steps are accomplished by managing people effectively, handling budgets, creating schedules to work with time constraints, and overseeing quality of work.
- Moving From Training to Performance** **Book**  
*Dana Gaines Robinson and James C. Robinson, 1998*  
 Designed to be a road map to guide the transition from a focus on training to a focus on human performance improvement. As training and human resource departments are increasingly seeking partnerships with management to link this work and practice, this book can be a valuable tool.
- Performance Consultant's Fieldbook, The** **Book**  
*Judith Hale, 1998*  
 This invaluable resource shows you both how to get there and what to do once you've arrived. You'll learn step-by-step how to make the professional transition to a performance consulting career.
- Performance Consulting - Moving Beyond Training** **Book**  
*Dana Gaines Robinson and James C. Robinson, 1995*  
 This book is about how training professionals must become "performance consultants," shifting their focus from training delivery to the performance of the company and its individuals.
- Process Improvement Guide** **Book**  
*Susan Holmes, Judy Balance,, 1994*  
 This book, developed by the Air Force, can help you improve the processes you work with every day, offering a structured approach for improvement.
- Success Stories in Productivity** **Book**  
*Jerry L. Hamlin,*  
 A collection of recent papers by a wide variety of authors. The papers provide a range of approaches to productivity management.
- Understanding Performance Appraisal** **Book**  
*Kevin Murphy, Jeanette Murphy, 1995*  
 The authors have designed a four-component model of the appraisal process in organizations, and have taken these ideas further and suggested ways this goal-oriented perspective might be applied in developing, implementing, and evaluating performance appraisal systems.

# Quality

## 5-Phase Project Management

Book

*Joseph W. Weiss & Robert K. Wysocki, 1992*

5-Phase Project Management offers the best project management practices in a simple, easy-to-use format for all project managers. In this practical, step-by-step book, the authors walk you through each phase of a complex project: definition, planning, implementation, management, and maintenance.

## 50 Activities for Quality Leadership

Notebook

*Dr. Marlene Caroselli, 1993*

The activities in this notebook are designed for those trainers who are expected to weave the philosophies of leading into Total Quality Management.

## Against All Gods

Book

*Peter L. Bernstein, 1998*

"Against All Gods" tells the story of a group of thinkers whose remarkable vision revealed how to put the future at the service of the present. By showing the world how to understand risk, measure it, and weigh its consequences, they converted risk-taking into one of the prime catalysts that drives modern Western society. Like Prometheus, they defied the gods and probed the darkness in search of the light that converted the future from an enemy into an opportunity. The transformation in attitudes toward risk management unleashed by their achievements has channeled the human passion for games and wagering into economic growth, improved quality of life and technological progress.

## Air Force Process Improvement Guide

Book

*Air Force Quality Center, 1991*

Describes how to promote the understanding and use of total quality tools.

## An Expanded Sourcebook: Qualitative Data Analysis

Book

*Matthew B. Miles & A. Michael Huberman, 1994*

In this edition of "Qualitative Data Analysis," the authors bring the art of qualitative data analysis up to date, adding a wide range of new techniques, ideas, and references that draw on the experience of the authors and many colleagues in the craft of qualitative data analysis. Each of more than sixty methods of data display and analysis is described and illustrated in detail, with practical, hands-on suggestions for adaptation and use. The growth of computer use in qualitative analysis is reflected throughout this volume, which also includes an extensive appendix on criteria useful for choosing among the currently available analysis packages.

## Basic Statistics

Book

*Mark Kiemle & Stephen Schmidt, 1993*

The primary motivation for this book is to educate readers in the application of statistical tools to achieve continuous improvement in how they do business.

## Benchmarking

Book

*Robert C. Camp, 1995*

This describes the search for the best practices that will lead to enhanced performance of a company.

## Benchmarking Basics: Looking for a Better Way

Book

*James G. Patterson, 1996*

This book provides helpful tips on how benchmarking can be used to continually improve performance, how to set quality objectives, how to identify and adapt best organizational practices and how to find which method of benchmarking is best for your needs.

## Best Kept Secrets in Government - A Report to President Bill Clinton, The Vice President's National Performance Review, 1996

Book

A flood of facts and narratives comes in from all over the government, all around the country. Inspiration and skill turns all that into something readable and interesting enough to begin to do justice to the reinvention story itself.

## Cause and Effect Diagram: Understanding the "Why's", The Executive Learning, Inc., 1991

Video

This cinematic mantra to the Quality Movement approach to cause and effect in business emphasizes that there are often many causes of a discrepancy, causes that can be complex and interrelated.

## CEDAC: A Tool for Continuous Systematic Improvement

Book

*Ryuji Fukada,*

This workbook introduces the elements of the CEDAC system that is used in continuous process improvement.

<b>Closing the Quality Gap</b> <i>Alexander Hiam,</i> Identifies the future's most successful management practices, and explains why many of them directly contradict conventional notions of excellence.	Book	<b>Deming Route to Quality and Productivity, The</b> <i>Scherkenbach, 1992</i> Provides an understanding of systems, processes, and Dr. Deming's fourteen points; all-important message.	Book
<b>Commit to Quality</b> <i>Patrick L. Townsend with Joan Gebhardt, 1990</i> This book outlines a proven system for quality improvement. Townsend describes how he saved \$16 million for one company that used his plan.	Book	<b>Evaluation - A Systematic Approach</b> <i>Peter H. Rossi, Howard E. Freeman and Mark W. Lips, 1999</i> This book provides the latest techniques and approaches to evaluation as well as guidelines for how evaluations should be tailored to fit programs and social contexts.	Book
<b>Continuous Process Improvement</b> <i>George D. Robson,</i> This is an improvement and problem-prevention system that stresses empowering work teams. It stresses elimination of those elements that do not add value.	Book	<b>Excellence in Government</b> <i>David K. Carr and Ian D. Littman, 1993</i> Has a message that the chief obstacle to public sector quality is lack of leadership by elected officials. The authors explain what these leaders can and must do including the high level policy change needed to maximize the benefits of Total Quality Management.	Book
<b>Continuously Improving Self: A Personal Guide to TQM, The</b> <i>Jeffrey E. Lickson, Michael G. Crips, 1992</i> Apply the concepts and tools for continuous quality improvement in your personal life.	Book	<b>Faster Company: Building the World's Nuttiest Turn-on-a-Dime Home-Grown Billion-Dollar Business</b> <i>Patrick Kelley, 1998</i> Kelley has taken a tiny start-up in a humdrum business and turned it into a fast-track billion dollar industry leader. In this smart, funny, and inspiring book, he tells you his secrets.	Book
<b>Corporate Quality Universities - Lessons in Building a World-Class Work Force</b> <i>Jeanne C. Meister,</i> "Corporate Quality Universities" profiles 30 such corporations, illustrating how they treat employees as their most precious form of capital. You'll find out how the "3 C's", corporate citizenship, contextual frameworks, and core workplace competencies - are replacing the "3 R's" as the cornerstone of competitive training programs, and how your company can use these techniques to build a more dedicated, skilled and productive work force.	Book	<b>General Colin Powell Salutes DMA</b> The General thanks the employees of DMA for the contribution they made to Desert Storm. The quality of production and the timeliness of delivery were a tremendous support for the troops.	Video
<b>Creating Strategic Change - Designing the Flexible High Performing Organization</b> <i>William A. Passmore, 1994</i> Powerfully proven concepts from major corporations are included to dramatically improve the performance and productivity of your organization.	Book	<b>Idea Book, The</b> <i>Japan Human Relations Association,</i> Improvement through TEI, Total Employee Improvement. Outlines a living suggestion system, which is more than a suggestion box, and works only when there is commitment to the system.	Book
		<b>Improvement Process, The</b> <i>H. James Harrington, 1987</i> This book outlines a step-by-step process for building quality thinking into every work process. Everything must be done, from top to bottom, better than before.	Book

**Improving Public Sector Productivity**  
*Ellen Doree Rosen, 1993*

**Book**

In an age where America's productivity is being closely scrutinized, this book shows how public agencies can be made more efficient, effective, and humane. Rosen provides current cases and examples focusing on the issues of quality, improving service delivery, and work empowerment.

**Investment in Excellence**  
*Louis Tice, 1989*

**Video**

An 8-part series. Through sight and sound, Lou Tice of the Pacific Institute walks us through learning to accept and appreciate our individual excellence. Shows the value of getting out of our comfort zone and using positive visualization for setting and achieving goals.

**Lessons Learned From High Performing Organizations in the Federal Government**

**Book**

This book gives the reader a summary of the major findings and lessons learned from the NPR study of 1993.

**Measuring Up to the Baldrige: A Quick and Easy Self-Assessment Guide for Organizations of All Sizes**  
*Donald Fisher, 1994*

**Book**

Without a benchmark of your organization's efforts, how can you tell if you're really world-class? Short of applying for quality awards, you can measure your company's performance against the best practices in the industry. And using the Baldrige Award criteria can help. This workbook offers an easy-to-use, self-diagnostic method for measuring your company's performance against the very best.

**New Business of Business, The**  
*Willis Harman and Maya Porter, 1997*

**Book**

Today's most creative business thinkers examine the roles, responsibilities, and opportunities of business to contribute to a positive global future.

**Out of Crisis**  
*W. Edwards Deming,*

**Book**

Teaches the transformation required for survival of an organization through improving quality and productivity.

**Process Innovation: Reengineering Work Through Information Technology**

**Book**

*Thomas H. Davenport, Ernst & Young, 1993*

This book provides both a solid conceptual framework for understanding what "process innovation" is (and isn't) and a practical road map for tackling "process innovation" efforts.

**Project Management Handbook**  
*Jeffrey K. Pinto, 1998*

**Book**

In recent years, project management has become a profession unto itself. The Project Management Institute is the organization that is setting the professional standards, and their handbook includes input from top experts who define the current state of project management, as well as the practical elements that constitute superior practice in the field.

**Project Management Part 1**  
*Career Track Publications, 1990*

**Video**

To manage a project effectively, you need a delicate balance of skills. This video seminar will help you to develop technical skills, to plan and organize your projects; people skills, to get your team working; and tracking skills, to keep projects on track.

**Project Management Part 2**  
*Career Track Publications, 1990*

**Video**

This video seminar helps you keep a project running smoothly through the turbulence of today's business climate by giving you tips on dealing with inevitable project snags, teaching you how to look ahead to avoid problems, and showing you ways to track.

**Project Management: From Idea to Implementation**  
*Marion E. Haynes, 1996*

**Book**

This book will help you learn the four phases of a project's life cycle, how to plan your three project parameters, the three steps for controlling your work in progress, and how to bring your project to a successful conclusion through evaluation.

**Quality At Work**  
*Crisp, Inc.,*

**Video**

"Quality at Work" is not like most books. It stands out from other self-help books in an important way. It's not a book to read, it's a book to use. The unique self-paced format of this book and its many work sheets, encourages the reader to get involved and try some ideas immediately.

<b>Quality Circle</b> <i>Olgal L. Crocker, Cyril Charmey and Johnny Sik Leu, 1986</i> This book introduces the reader to the concept of quality circles and compares quality control circles in Japan.	<b>Book</b>	<b>Return on Investment</b> <i>Jack J. Phillips, 1997</i> "Return on Investment" guides you through a proven, results-based approach to calculating the Return on Investment in training and performance improvement programs. This book also details implementation issues, provides worksheets, and pinpoints non-monetary program benefits. A case study takes you through the ROI process step-by-step.	<b>Book</b>
<b>Quality Function Development</b> <i>Joji Akao,</i> Demonstrates Quality Function Development being best learned through practice and experience, not theory.	<b>Book</b>	<b>Seamless Government</b> <i>Russell M. Linden, 1994</i> This tells how to reengineer government agencies to meet the needs of their customers "seamlessly" in a smooth, effortless, responsive manner.	<b>Book</b>
<b>Quality Process Management</b> <i>Gabriel A. Pall,</i> Practicing professionals and managers learn useful and consistent measures to improve not only their quality but also their competitiveness and profitability.	<b>Book</b>	<b>Simplified Baldrige Award Organization Assessment, The</b> <i>Donald C. Fisher, Ph.D.,</i> For helping employees conduct a simplified assessment of their organization.	<b>Book</b>
<b>Quality Without Tears - The Art of Hassle Free Management</b> <i>Philip B. Crosby,</i> This book outlines the 14 steps to Zero-Defect improvement from the leading evangelist of quality in the U.S. Quality is the goal of every business, but it is often the despair of every executive who tries to foster it.	<b>Book</b>	<b>Time: The Next Dimension of Quality</b> Offers managers and employees at all levels a powerful and memorable introduction to the management paradigm of today, time-based competition: you've got to make it, market it, and sell it, not just better, but faster than your rivals.	<b>Video</b>
<b>Quest for Excellence VII: Service</b> <i>U.S. Dept. of Commerce,</i> This tape focuses on the quality approaches of three companies in their journey to the Baldrige Award.	<b>Video</b>	<b>Tools for Continuous Improvement</b> Idea Generating Tools, The Flow Chart, and Consensus Decision-Making Tools.	<b>Video</b>
<b>Quest for Excellence, II: Small Business</b> Highlights three companies, winners of the Malcolm Baldrige Award for Quality and Excellence.	<b>Video</b>	<b>Total Quality Control</b> <i>Armand V. Feigenbaum,</i> Shows how quality control is essential today for achieving productivity, market penetration, and competitive advantage in today's organizations.	<b>Book</b>
<b>Reinventing America</b> <i>Michael Foudy,</i> This book calls upon us to examine our lives to accept the responsibilities inherent in preserving our nation.	<b>Book</b>	<b>Total Quality Management</b> An easy to understand guide to making TQM work for you. Learn the aptitudes of total quality. Learn what TQM really is and why it's important to you.	<b>Video</b>
<b>Reinventing Government by the People</b> <i>Al Gore and Patrick Davidson, 1994</i> This tape focuses on Vice President Gore's National Performance Review, emphasizing change of culture as a means of "getting the job done" and impelling initiative throughout the federal sector.	<b>Video</b>		



**Total Quality Management, A Practical Guide to Joining the Quality Revolution**

*Tony Walker,*

This video defines Total Quality Management and allows you to assess your total quality readiness. The video explains customer moments of truth and perception.

**Video**

**Using Quality Improvement Tools to Build Customer Satisfaction**

*Stephen Sarazen,*

This customer service course is designed to teach you how to implement a continuous customer satisfaction program, and make sure that your innovations turn out to be improvements.

**Book**

**Total Quality Management, A Step-by-Step Guide for Total Quality Culture**

*Tony Walker,*

In this video you will learn how customers judge your performance and some practical ways to create a quality culture in your organization. You will also learn how TQM empowers employees to provide quality customer service and how to not only meet but exceed customer expectations.

**Video**

**What is Benchmarking?**

*Video Learning,*

An exploration of this key TQM element.

**Video**

**Your Place in Total Quality**

*CMR Films, 1993*

Learn how to sell quality to the work force and how to achieve and maintain quality through commitment from each member of the team.

**Video**

**Total Quality Management, Put the TQM Tools to Work for You**

*Tony Walker,*

This video discusses measurement tools that will indicate if an organization is meeting its goals. Using these tools, an organization can quickly identify problems and obstacles, learn what to expect when the TQM process is implemented and diminish the risk and fear of the unknown that accompanies change.

**Video**

# Retirement

## Best of Retirement Planning, The

Book

*Marion E. Haynes Philip Gerould, 1995*

A collection of articles from "Retirement Planning" the journal of the International Society for Retirement Planning.

## Comfort Zones

Book

*Elwood N. Chapman, 1997*

A comprehensive guide to retirement.

## Comfort Zones - Planning Your Future

Book

*Elwood N. Chapman, 1997*

A practical, upbeat approach to planning for one's future with transition to retirement being the ultimate goal. It deals with attitudes on aging, in addition to providing exercises that generate open communication between families, friends, and the employer. It is the book to be used on an ongoing basis.

## Complete Idiot's Guide to Making Money After You Retire, The

Book

*Barbara Weltman, 1998*

Quick and easy strategies for exploring the latest money-making options. Idiot-proof steps to turn your leisure time into dollars. Down-to-earth advice on avoiding financial disasters.

## Ernst & Young's Retirement Planning Guide

Book

*R.J. Garner, et.al, 1997*

This hands-on guide highlights the key financial issues you need to consider during your preretirement and retirement years, including essential information on the changing rules of the retirement game.

## From Work to Retirement: Making a Successful Transition

Book

*Marion E. Haynes, Beverly Mamber, 1992*

Helps facilitate retirement transition by offering alternatives for fun, work, and education. Over 200 valuable resources provided.

## How to Enjoy Your Retirement

Book

*John Sunshine, 1974*

This book answers important questions about retirement, and shows you how to get more fun out of advancing age.

## How to Plan for a Secure Retirement

Book

*E. Zuckerman, T. Lieberman, B. Dickman, 1998*

"How to Plan for a Secure Retirement" takes you through each of the four major categories of retirement planning: income, health care, housing, and estate planning.

## Increase Your CSRS Retirement Income

Book

*Reginald Jones, 1997*

This is an overview of the Voluntary Contribution program, which allows Civil Service Retirement System and CSRS-Offset employees to invest money in an interest-bearing account, where the interest earned is tax deferred.

## Last Minute Retirement Planning

Book

*Stephen M. Rosenberg, CFP, 1999*

A quick no-nonsense approach to prepare for your financial future, whether you have 20 years, 10 years or 5 years until you retire.

## Navigating Midlife

Book

*Eleanor S. Corlett and Nancy Millner, 1993*

This book uses the Myers-Briggs Type Indicator personality inventory to provide understanding and encouragement through the midline transition.

## Never Retire

Book

*Dan Benson, 1999*

"Never Retire" doesn't stop at helping you build financial independence for the future. It's also a heartening call for a new attitude toward retirement-that you begin now to regard retirement not as a time of resignation, but as a time of rejuvenation.

## New Beginnings

Book

*Drake Beam Morin, 1995*

Retirement used to mean just that --a time to settle back, take it easy, slow down. There wasn't much need for planning since there weren't many choices to make. Today it's different!

## Retire & Thrive

Book

*Robert K. Otterbourg, 1999*

Retire & Thrive will help you assess your "wants and needs" and choose the path that suits you. It provides resource information for every step along the way.

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|--|----------------------|--|--------------------|
| <p><b>Retirement Careers</b><br/> <i>DeLoss L. Marsh, 1991</i><br/>         Let DeLoss Marsh welcome you to a most exciting, satisfying career phase of retirement.</p>  | <p><b>Book</b></p>   | <p><b>Understanding Survivor Benefits: A Guide for CSRS employees</b><br/> <i>1996</i><br/>         This book explains the benefits to which CSRS and CSRS-Offset employees and retirees are entitled to based on their federal service.</p>   | <p><b>Book</b></p> |
| <p><b>Retiring Right</b><br/> <i>Lawrence J. Kaplan, 1996</i><br/>         A complete guide to understanding and planning budgeting, investments, social security, housing, health coverage, medicare, estate planning, insurance, legal affairs, activities and more.</p> | <p><b>Book</b></p>   | <p><b>Understanding Survivor Benefits: A Guide for FERS Employees</b><br/> <i>Reginald M. Jones, Jr., 1996</i><br/>         This book explains survivor benefits for both active and retired employees.</p>  | <p><b>Book</b></p> |
| <p><b>Summary of the Thrift Savings Plan for Federal Employees</b><br/> <i>1997</i><br/>         Outlines the Thrift Savings Plan, the TSP Loan Program, TSP Annuities, and more.</p>  | <p><b>Book</b></p>   | <p><b>Ways of Wills, The</b><br/> <i>G. Harry Shaw and Thomas O'Rourke, 1997</i><br/>         A government employee needs to consider many factors in planning for retirement. These experienced lawyers, with an expertise in tax and estate planning, explain how any government employee can maximize the value of an estate and enhance long-term security by knowing options available.</p> | <p><b>Book</b></p> |
| <p><b>Systems Archetype Basics: From a Story to Structure</b><br/> <i>Daniel H. Kim and Virginia Anderson, 1998</i><br/>         In this book, you will learn how to use one of the most potent class of systems thinking tools around: the systems archetypes.</p>        | <p><b>Binder</b></p> | <p><b>Your Retirement</b><br/> <i>Federal Employees News Digest, Bill Olcheski, 1994</i><br/>         A comprehensive guide for Federal and Postal employees and retirees. This book tells how to prepare for, and how to enjoy retirement.</p>  | <p><b>Book</b></p> |

# Self Development

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## **50 Activities for Self-Development**                      **Workbook** *Dave Francis and Mike Woodcock, 1990*

This workbook provides practical activities to help managers and supervisors develop insight, skills and resourcefulness.

## **7 Habits of Highly Effective People,**                      **Book** **The** *Stephen R. Covey, 1989*

In "The 7 Habits of Highly Effective People," Covey presents a holistic, integrated, principle-centered approach for solving personal and professional problems. With penetrating insights and pointed anecdotes, Covey reveals a step-by-step pathway for living with fairness, integrity, honesty and human dignity-principles that give us the security to adapt to change and the wisdom and power to take advantage of the opportunities that change creates.

## **7 Habits of Highly Effective People,**                      **Video** **The** *Stephen R. Covey, 1996*

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## **Alternative Careers in Secret**                      **Book** **Operations** *Mark W. Merritt, 1998*

This book is designed to help those people who have worked in military intelligence or special operations transition into other jobs once their service ends. Outlines job and career alternatives for those with backgrounds in military intelligence and special operations.

## **Another Call From Home**                      **Video** *CareerTrack Publications,*

A video and training package with solutions and suggestions to help manage the work/family conflict. (With leader's guide and training materials.)

## **Art of Negotiating, The**                      **Audio** *Gerald I. Nierenberg, 1988*

How to become a skilled negotiator.

## **Art of War, The**                      **Audio** *Sun Tzu,*

Written 2,500 years ago, SunTzu's "The Art of War" has exerted an extraordinary influence on the modern world. People of all persuasions have found inspiration and sound, practical guidance here for activities requiring strategy, from sports and business affairs to affairs of the heart.

## **Assertiveness - - the Right Choice**                      **Audio** *Dr. Cal LeMon, 1991*

4 audiocassettes: Cassette 1 - Introduction to Assertiveness/Making the Choice to be Assertive; Cassette 2 - Assertively Confronting Aggressive People/Assertive Body Language; Cassette 3 - Resolving Conflict Through Assertiveness/Assertive Communication With Your Supervisor; Cassette 4 - Assertive Communication with Co-Workers/Assertive Communication with Customers.

## **Assertiveness Training**                      **Audio** *Dr. Helga Rhode, 1990*

Now you can increase your assertiveness in just three high-powered hours-with this step-by-step audio program. You'll gain insights into your toughest communication problems. And you'll feel-and project-more power immediately.

## **Assertiveness Training For**                      **Audio** **Professionals** *Helga Rhode, 1986*

You will learn how to use three key skills in resolving all conflicts, overcome defensiveness with "I" language, negotiate fair lasting agreements, handle manipulators and office politicians, say "no" without offending, present and defend your ideas confidently and effectively, criticize and praise more effectively, express your beliefs without fear, be respected for your competence and get cooperation even when you don't have the formal power.

## **Attitude Virus, The**                      **Video** *CMR Films,*

The film details a potent prescription for knocking out this nagging problem. Viewers learn a powerful strategy for fostering positive work-related attitudes while curing and preventing negative attitudes.

- Be True To Your Future** **Book**  
*Elwood N. Chapman, 1988*  
 This book is a practical, positive guide to personal self-fulfillment. It provides a step-by-step program for intelligent life planning. This positive book will help a reader define life goals, discover a career consistent with those goals, and then locate a job in that career field. A final section of the book explains how to design a career contingency plan to survive the winds of change that can affect anyone's career.
- Being OK Just Isn't Enough** **Book**  
*Doris Wild Helmering, 1996*  
 Insightful and provocative, "Being OK Just Isn't Enough" provides you with new tools and strategies for handling everything from minor differences to major conflicts, as you learn to define yourself in dozens of critical areas.
- Best of Career Track, The** **Video**  
*Various Trainers,*  
 Excerpts from five of Career Track's best trainers containing information about personal growth. Topics include: The courage to see clearly; Image and self-projection for women; Self-discipline and emotional control; Dealing with conflict and confrontation; and How to set and achieve goals.
- Best of Skillpath, The** **Audio**  
*Skillpath, 1989*  
 Six audiocassettes on: How to Manage Projects; Powerful Proofreading and Editing Skills; Reading Essentials; How to Read Faster and Improve Your Retention; How to Provide Excellent Customer Service; Managing Multiple Projects; Objectives and Deadlines; and How to Supervise People.
- College Degree by Mail & Modem** **Book**  
*John Bear, Ph.D. & Mariah Bear, M.A., 1999*  
 100 Accredited schools that offer Master's, Doctorates, and Law degrees by home study.
- College Online** **Book**  
*James P. Duffy, 1999*  
 How to take college courses, even earn a degree, through your home computer.
- Controlling Anger** **Audio**  
*Carol Tavris, 1989*  
 Dr. Tavris discloses new research into anger while examining the four components of anger, discussing how anger affects our bodies and minds, and focusing on what we can do to defuse anger.
- Courage to Teach, The** **Book**  
*Parker J. Palmer, 1998*  
 "The Courage to Teach" builds on a simple premise: good teaching cannot be reduced to technique; good teaching comes from the identity and integrity of the teacher.
- Craft of Research, The** **Book**  
*Booth, Colomb, Williams, 1995*  
 This is a concise, practical guide to mastering the art of research. It helps you plan, carry out and report on research in any field, at any level- a term paper, a dissertation, an article or a book.
- Creative Decision Making** **Book**  
*H.B. Gelatt, 1991*  
 This book takes on the challenge of bringing together the rational decision doctrine of classical science and the intuitive insights of modern science and places them into a flexible and balanced process for making choices today about tomorrow. Positive uncertainty will paradoxically combine intellectual/objective techniques and imaginative/subjective techniques into an unconventional wisdom for future planning and creative decision making.
- Creative Genius: How to Sharpen and Intensify Your Mind Power** **Audio**  
*Michael Gelb, 1997*  
 Learn to unlock the secrets of your mind with Creative Genius. Presented are strategies and brain-based exercises designed to stimulate you imagination and get your creative juices flowing.
- Cross-Train Your Brain: A Mental Fitness Program for Maximizing Creativity and Achieving Success** **Book**  
*Stephen D. Eiffert, 1999*  
 "Opens the path to the endless possibilities and potential we all were born with.... You'll learn to recapture the excitement of free-flowing thoughts that leads to the creativity that will ultimately change your life. To not read this book would be a personal loss."

- Dancing with the Bogeyman** **Video**  
*Morris Massey, 1991*  
 The Bogeyman is defined as things that scare us. Morris Massey helps us discover the Bogeyman in our own lives, and gives us strategies on how to cope with our fears.
- Dear Job Stressed** **Book**  
*Mary Dempcy and Rene Tihista, 1996*  
 If you are one of the millions of people feeling overwhelmed at work, chances are you may already have some physical symptoms - - migraine, backaches, insomnia - - or else you feel on the edge, emotionally;\_you're anxious, exhausted, or depressed. "Dear Job Stressed" addresses this common problem.
- Dennis Waitley Live On Winning** **Audio**  
*Dennis Waitley, 1992*  
 Waitley emphasizes that "your thoughts create your life," and presents "hard psychological strategies" to create healthy thinking patterns, specifically 8 steps for winning in life and work, ranging from understanding your potential to projecting a winning image.
- Don't Sweat The Small Stuff at Work** **Audio**  
*Richard Carlson, Ph.D., 1999*  
 Simple ways to minimize stress and conflict while bringing out the best in yourself and others.
- Don't Sweat the Small Stuff, The** **Audio**  
*Richard Carlson, Ph.D., 1997*  
 Three Audiobooks in a Special Gift Edition: Don't Sweat the Small Stuff.. And it's all small stuff; Don't Worry, Make Money; Don't Sweat the Small Stuff With Your Family.
- Dress Casually for Success... for Men** **Book**  
*M. Weber and The Van Heusen Creative Design Group, 1997*  
 "Dress Casually for Success...for Men" will help you make the fashion decisions that tell the world exactly who you are. This guide shows today's businessman how to dress down without sacrificing authority and style.
- Emotional Intelligence** **Book**  
*Daniel Golman, 1995*  
 The groundbreaking book that redefines what it means to be smart. Is IQ destiny? Not nearly as much as we think. Daniel Golman's fascinating and persuasive book argues that our view of human intelligence is far too narrow, ignoring a crucial range of abilities that matter immensely in terms of how we do in life.
- Expressing Emotion** **Book**  
*Eileen Kennedy-Moore, Jeanne C. Watson, 1999*  
 "Expressing Emotion" offers a lively and comprehensive discussion of the role of emotional expression and nonexpression in individual adaptation, social interaction, and the therapeutic process.
- Fear and Anger** **Book**  
*Lynette Hanthorn, 1996*  
 Fear and anger - - these destructive dragons steal your happiness, shatter your peace of mind and lock you in a prison of insecurity and counterproductive efforts.
- Feminine Quest for Success, The** **Book**  
*Nancy Bancroft, 1995*  
 "The Feminine Quest for Success" provides an uplifting and compelling vision of living in tune with yourself while enmeshed in the world of business. You will learn how to move toward self-alignment and achieve a greater sense of fulfillment.
- Finding Your Purpose** **Book**  
*Barbara J. Braham, 1991*  
 From the "Fifty-Minute" series, this book will help you grow toward self actualization by discovering your purpose. It introduces the idea of the five masks that may be concealing your passion. It teaches you to clarify and select your most important values, as well as break through the blocks and develop your intuition.
- Freedom From Stress - A Holistic Approach** **Book**  
*Phil Nuernberger, Ph.D., 1981*  
 This book offers a unique blend of science and common sense, of concept and practical exercise, of physiology and psychology, and explanations that transcend apparent differences between Eastern and Western views of mind and body and brain.
- From Stress to Success** **Audio**  
*Michael Podolinsky, 1995*  
 Now you can balance your life, relieve your stress, get more done in less time and feel great about yourself. Whenever the demons of stress attack, you'll tame them in seconds with these proven strategies for success.
- Getting Out From Under** **Audio**  
*Stephanie Winston, 1999*  
 Practical audio program for restructuring your life to meet the conflicting demands on your time and energy.

- Getting Things Done** **Audio**  
*Ed Bliss, 1985*  
 The skills and ideas you gain in this audio program will help you accomplish your high priorities every day and reach your highest lifetime goals.
- Goals: Setting and Achieving Them on Schedule** **Audio**  
*Zig Ziglar, 1995*  
 In "GOALS," bestselling author Zig Ziglar presents his dynamic seven-step formula for clearly defining your immediate and long-term goals...and then realizing your dreams.
- Heart and Soul Resumes** **Book**  
*Chuck Cochran/Donna Pearce, 1998*  
 Caught in a job search slump? Frustrated by a lack of response no matter how many resumes you send out? Confused about your career choices? Wondering how to write a resume with more impact? This work can help!
- How to be A Winner** **Audio**  
*Zig Ziglar, 1990*  
 You have the potential. But you need that powerful lift that can vault you over any obstacle: a winning attitude. Your talents and skills are inert without winning self-images to activate them.
- How to Get What You Want** **Audio**  
*Zig Ziglar, 1978*  
 Irrepressible, enlightening- and extraordinarily successful- Zig Ziglar is presented live in one of his electrifying public seminars. The techniques that this master motivator has used to motivate his audiences in numerous multinational corporations are adapted here for everyone's use- and endless benefit.
- How to Manage Time and Set Priorities** **Audio**  
*Stephen Young, 1984*  
 This practical program will show you how to save hours of time every day for the rest of your life. You'll learn how to set obtainable goals and objectives, avoid interruptions, reduce paperwork and run effective meetings.
- How to Prepare for the Miller Analogies Test (MAT)** **Book**  
*Robert J. Sternberg,*  
 Includes a description of the MAT plus test preparation strategies.
- How to Work a Room** **Book**  
*Roan, Susan, 1988*  
 Learn the strategy of savvy socializing- for business and personal success.
- Hungry Spirit, The** **Book**  
*Charles Handy, 1998*  
 "The Hungry Spirit" offers a powerful argument for reexamining the role of work in our lives, calling on individuals and organizations to find a purpose in the journey they take rather than focusing on money and profits. By urging us to seek our true selves and take greater responsibility for our lives, Handy shows how we can also better our companies while contributing to a decent society. A rare combination of engaging storytelling and philosophical exploration, "The Hungry Spirit" offers a remedy for the profit-driven lives we've prescribed for ourselves, as well as an inspiring message of hope.
- I'm Not Crazy, I'm Just Not You** **Book**  
*Roger R. Pearman and Sarah C. Albritton, 1997*  
 "I'm Not Crazy, I'm Just Not You" explains why certain people thrive on ambiguity while others want clarity and definition, why some people are friendly and uninhibited while others are restrained and fastidious. Connecting these insights to the everyday situations of working, loving, parenting, and communicating with friends and colleagues, psychologists and the authors show how our individual differences often produce interpersonal blind spots that lead to misunderstandings. They teach how to recognize and value differences without letting them get in the way of our relationships, and how to communicate successfully with others whose ways of looking at the world and relating may be far different from our own.
- Ideas into Action** **Video**  
*Mark Brown, 1993*  
 This program looks at the barriers to fresh, creative thinking and suggests ways to overcome them. It mixes live action and animated graphics to avoid idea assassination and translate ideas into action.
- Image and Self-Projection for Women** **Video**  
*Julie White, 1993*  
 In "Image and Self-Projection for Women," you'll learn how to "be seen and get known" with specific nonverbal techniques-how you dress, how you walk, the gestures you use. You'll also learn exactly the right things to say when people criticize you unfairly, resist your authority or offend you with sexist remarks.

<b>Index of Majors and Graduate Degrees</b> <i>The College Board, 1999</i> Find out where you can study the major you want, at the degree level you need.	<b>Book</b>	<b>Managing Upward</b> <i>Patti Hathaway &amp; Susan Schubert, 1992</i> This book provides concepts and exercises that will help people be more productive and enhance their careers, in spite of, or with the help of their bosses.	<b>Book</b>
<b>Life after Burnout</b> <i>Kenna Quiller, 1998</i> "Life after Burnout" looks at how to rebuild the fire in your life and career.	<b>Audio</b>	<b>Mastering Personal Change</b>  <i>Scoott, Jaffe, 1989</i> Read and Learn: How to create "change hardiness," to understand the four phases of transition, to develop self-management skills during change, to develop personal power during change.	<b>Video, Audio, Book</b>
<b>Lighten Up</b> <i>C.W. Metcalf, 1994</i> In "Lighten Up," Metcalf reveals the specific skills you can practice to develop more joy in your life and workplace.	<b>Audio</b>	<b>Mind Mapping: How to Liberate Your Natural Genius</b> <i>Michael Gelb, 1995</i> Because your thinking process is free-flowing and highly individualized, you need a method of organizing your thoughts that is uniquely your own. It's time you discovered MIND MAPPING, a marriage of logic and imagination that allows you to balance the formation and organization of ideas while encouraging a full range of mental expression.	<b>Audio</b>
<b>Lighten Up!</b> <i>C.W. Metcalf, 1994</i> This video tape is about surviving skills for people under pressure and how to use humor and laughter.	<b>Video</b>	<b>Mindmapping: Your Personal Guide to Exploring Creativity &amp; Problem Solving</b> <i>Joyce Wycoff, 1991</i> With the whole-brain thinking techniques of Mindmapping, you can break down the critical blocks that hinder free thinking, and discover a whole world of solutions and ideas. This book can lead you to creative problem solving, clearer decision making, innovative thinking and brainstorming, improved memory, and better organizational skills.	<b>Book</b>
<b>Limits of Privacy, The</b> <i>Amitai Etzioni, 1999</i> "The Limits of Privacy" provides citizens, policymakers and legislators with four concise criteria with which to determine where the right of privacy should be preserved and when that right should be curbed for the public good.	<b>Book</b>	<b>Navigating the Future</b> <i>Mikela Tarlow, 1999</i> The heart of this enriching guidebook consists of eight navigational tools through which you can build new self-awareness, break out of limiting behavior patterns, and create a future for yourself that is filled with new possibilities.	<b>Book</b>
<b>Living the Seven Habits</b>  <i>Stephen Covey, Ph.D., 1994</i> In this presentation, Dr. Covey shares the insights gained in his many years of helping organizations and individuals apply The 7 Habits of Highly Effective People. You'll learn how you can begin living the Seven Habits and how to empower others, as well. Learn how to manage your "emotional bank account" and how you can achieve consensus and unity with family members and friends. You'll gain a deeper, more applicable understanding of how the habits can enrich your life.	<b>Audio, Workbook</b>		
<b>Managing Stress for Mental Fitness</b> <i>Crisp Inc.,</i> A Video/Book set that combines a video tape with group discussions, to develop practical techniques for stress management to improve mental fitness. Set includes a multi-segment video, leader's guide, and workbooks.	<b>Video</b>		



- No More Blue Mondays** **Book**  
*Robin A. Sheerer, 1999*  
 Feeling stuck or victimized at work, or otherwise less than thrilled at the thought of starting up another work week? The author reveals how four enduring life principles-the four keys-can help you empower your work and change your life for the better. Combining straightforward advice with inspiring stories, "No More Blue Mondays" is packed with practical and engaging tips supported by check-lists, questionnaires, and suggested action steps for each key.
- Organize Your Life & Get Rid of Clutter** **Audio**  
*CareerTrack Publications, 1996*  
 What is clutter costing you? This audio set will help you with getting organized and getting rid of clutter in your life.
- Overcoming Procrastination** **Video**  
*Susan Fowler Woodring, 1992*  
 "Overcoming Procrastination" will give you a simple strategy to help you get started on your high priorities immediately. After experiencing this video seminar, you'll understand why and when you procrastinate. You'll see the price you pay by procrastinating. You'll also be able to apply a proven, powerful strategy for getting started on all your tasks promptly and enthusiastically.
- Paradoxical Thinking** **Book**  
*Jerry Fletcher & Kelle Olwyler, 1997*  
 In "Paradoxical Thinking," the authors provide a 5-step process to help you identify your own core personal contradictions, and harness them to achieve outstanding results at work and in your personal life.
- Passion Plan, The** **Book**  
*Richard Chang, 2000*  
 In "The Passion Plan," the author translates his experiences and those of thousands of men and women he's helped into a practical seven-step model that you can follow to fashion the life you long for and create success on your own terms. You will learn how to listen to your heart, identify your passion, and decide where you want to take yourself. The book's questionnaires and self assessment tools will help you discover and develop your passion.
- Perception** **Video**  
*CMR Films,*  
 This film develops and then explores the concept of the subjective nature of human perception. The film illustrates that these sources are physiological as well as psychological. (Leader's guide included)
- Peterson's Virtual College** **Book**  
*Pam Dixon, 1996*  
 A quick guide to all you need to know to get the degree you want with computer, TV, video, audio, and other distance learning tools.
- Power: The Infinite Game** **Book**  
*Michael F. Broom and Donald C. Klein, 1995*  
 Learn how to utilize power, influence others, and achieve personal objectives in ways that are satisfying and productive for all. Grounded in an understanding of interpersonal, group, and organizational behavior, this book is written in an informal, conversational style. Each chapter is packed with practical and illuminating examples of the many uses and misuses of power.
- Powerful Communication Skills** **Audio**  
*Colleen McKenna, 1999*  
 The key to effective communication is learning how to speak clearly, listen accurately, and assert yourself with confidence. Developing powerful methods of sharing information whether it's reading, writing, speaking, or listening will result in increased profit, higher self-esteem, and positive company morale.
- Powerful Proofreading Skills** **Book**  
*Debra A. Smith & Helen R. Sutton, 1994*  
 This book will teach you how to acquire the skills for error-free documentation and how to create your own proofreader's library.
- Preventing Job Burnout: Transforming Work Pressure into Product** **Book**  
*Beverly A. Potter, Ph.D., 1996*  
 This book will show the eight paths to personal power, how to tailor your job to fit your needs, how to control negative thoughts by mastering your "wild mind," and how to transform work pressure into productivity.
- Psychology of Self Achievement, The** **Audio**  
*Brian Tracy, 1987*  
 This 6-cassette set is designed to help you achieve more in your life. The titles include Building a Positive Self-Concept, Accepting Responsibility and Taking Charge, Programming for Success, Goals and Goal Achieving, Creative Problem Solving and Decision Making, and Superior Human Relations.

**Psychology of Self-Esteem, The** **Video**  
*Julie White, 1992*

"The Psychology of Self-Esteem" will help you weave self-supportive thoughts into your everyday activities. You'll learn to be more aware of the good within you, your potential to succeed and your ability to attain your highest goals. When you finish, you'll have a workable plan for steadily increasing your self-esteem from that moment forward.

**Quick & Easy: Software for the SF-171 (MS-DOS)** **Book**

Turns plain paper into a completed 171 CD.

**Redirecting Children's Behavior** **Book**  
*Kathryn J. Kkvols, 1998*

All families need a map to travel the rough roads of life more smoothly. Take "Redirecting Children's Behavior" as your guide. This comprehensive book will show you the path to peace within your family and beyond.

**Relationship Strategies** **Audio**  
*Tony Alessandra, 1990*

"Relationship Strategies" is designed as a simple tool which can be used easily and applied readily to improve business and interpersonal relationships. It measures two types of behavior in order to identify a person's style: openness and directness.

**Relationship Strategies** **Video**  
*American Media, Inc., 1993*

Offers help in identifying your own behavior style and identifying the behavior styles of others. Learn how each behavior style can communicate successfully. Treat others the way they want to be treated. Learn how behavior styles react in normal and in stressful situations.

**Resolving Conflict** **Video**  
*CMR Films, 1991*

This high intensity tape first presents conflicts, then offers effective ways to resolve them.

**Rituals for Our Times: Celebrating, Healing, and Changing our Relationships** **Book**

*Evan Imber-Black and Janine Roberts, 1998*

The authors demonstrate how we can reanimate old rituals and create new ones. With masterful clinical and cultural sensitivity and inspiring inventiveness, they show us how, through rituals, we can give to our lives, to our loved ones, to our comings and goings, the experience of meaning that we need to feel healed, whole and connected -- coherent within ourselves, in union with others, in continuity with time past and future.

**Road Less Traveled, The** **Audio**

Do you ignore your problems, hoping they'll go away? A better way is to confront them gently and honestly. That's what you'll do when you experience this audio version of "The Road Less Traveled."

**Road Less Traveled, The** **Book**  
*M. Scott Peck, 1993*

Do you ignore your problems, hoping they'll go away? A better way is to confront them gently and honestly. That's what you'll do when you experience this book version of "The Road Less Traveled."

**Self Profile** **Book**  
*Rockhurst College Continuing Education, 1995*

Do you love recognition? Are you a perfectionist? How well do you get along with others? These are only some of the questions revealingly addressed here.

**Seven Habits of Highly Effective People, The** **Audio, Workbook**  
*Stephen R. Covey, 1989*

This audio program is based on Covey's New York Times #1 best seller as he reveals the seven habits of successful people. Discover the timeless value of "the character ethic." Create your own "paradigm shift." Renew yourself continually, building inner strength and concentrating your efforts to exceed your goals.

**Speaking Effective English** **Audio**  
*Zikkerm, Watkins, Lampman, 1999*

In this breakthrough program, three of America's top voice coaches give you the tools you need to speak clearly, powerfully, and effectively- and get what you want through the power of speech! With this audiobook you will learn a lot.

- Stress Management for Professionals** **Audio**  
*Roger Mellott, 1989*  
 Everyone faces stress, what you do with it makes the difference between living with anxiety or enjoying peace of mind. This unconventional audiocassette program addresses stress at its core: your own self-esteem. Designed and presented by highly acclaimed counselor Roger Mellot, its upbeat message will leave you excited about a renewed, brighter life.
- Stress Management for Professionals: Staying Balanced Under Pressure** **Video**  
*Roger Mellott, 1991*  
 Feel better, be your best. Live a less-stressful life. Choose to change, begin to relax... Roger Mellot addresses the topic of stress management at its very core: your self-esteem. You will learn that the better you feel about yourself, the less vulnerable you are to stressful situations.
- Stress Management for Women** **Video**  
*Fred Pryor Seminars, 1996*  
 "Stress Management for Women" is the resource you need to bring relief to your hectic lifestyle and make life fun to live once again. In this program, you will learn how to handle pressure and crises without losing your cool, manage "self-induced" stress triggers, self-treat and overcome the physical symptoms of stress, project a cool and confident image and reduce stress immediately.
- Stress Management Handbook- A Practical Guide to Reducing Stress in Every Aspect of Your Life, The** **Book**  
*Kristine Brewer, 1995*  
 This is a four-part book dealing with stress management. Topics include priorities and perspective, the importance of communication, stress management techniques and the ten commandments to manage stress. Exercises to evaluate your success are included.
- Stress of Organizational Change, The** **Book**  
*Price Pritchett and Ron Pound, 1995*  
 A survival guide to the stress of organizational change explains how you can avoid the 15 basic mistakes that create major job stress, ways to cope with an even faster rate of change that's coming in the years ahead, why "surrendering" to change may be the only way to win, how to treat stress when your efforts at prevention fail, why a "low-stress work environment" can be dangerous for your career, and how to put yourself in charge of stress reduction, rather than waiting for someone else to bring relief.
- Stress, Coping and Development** **Book**  
*Carolyn M. Aldwin, 1994*  
 "Stress, Coping, and Development" examines how physiological, psychological, social, and cultural factors come together to influence both what people perceive as stressful and how they cope with it.
- Success and the Self-Image** **Audio**  
*Zig Ziglar, 1995*  
 Ziglar tells you how to discover the secrets of creating and maintaining a positive self-image, including: identifying the characteristics of a poor self-image, increasing your self-esteem, creating healthy relationships, and linking success to the self-image.
- Success for Dummies** **Audio**  
*Zig Ziglar, 1998*  
 Get the most out of life with advice on success from internationally acclaimed trainer and author Zig Ziglar. This inspirational audio, laced with humor, offers down-to-earth suggestions for achieving both professional and personal success, plus sections on setting goals and establishing a game plan.
- Success is a Journey: 7 Steps to Achieving Success in the Business of Life** **Book**  
*Jeffrey J. Mayer, 1999*  
 "Success is a Journey" is a hands-on workbook for developing and implementing your own individualized plan of ACTION. It is filled with lively and amusing anecdotes, helpful reminders, and practical tips that are designed to take you to new heights of success and achievement.
- Super-Learning** **Audio**  
*Ostrander and Schroeder, 1985*  
 You will learn how to: master facts and figures, increase your language and vocabulary skills, vastly increase your power of recall and comprehension, and learn anything 2 to 10 times faster.
- Take This Job and Thrive: 60 Ways to Make Life More Rewarding in Today's New Workplace.** **Book**  
*Anita Bruzzese, 2000*  
 One of the nation's leading syndicated career and workplace writers shares her advice on key workplace issues, such as career planning, personal improvement, work environment, work problems and communication.

<b>Talking With Confidence</b> <i>Don Garbor, 1997</i> How to overcome nervousness, speak-up, and speak out in any social or business situation.	Video	<b>When Smart People Work for Dumb Bosses</b> <i>W. Lundin and K. Lunden, 1998</i> This books brings stupidity out of the closet. Through an extensive collection of personal, and refreshingly candid interviews with employees at every level, the authors expose a broad range of inflexible, short sighted, insensitive, and otherwise dumb behaviors on the part of management and survey the damage they can have on the people and the organizations they work for, as well as offering solutions for employees to cope.	Book
<b>That's Not My Problem</b> <i>American Media, Inc., 1993</i> Take responsibility for Your Actions! An animated video that shows what can result from people not taking responsibility for situations.	Video		
<b>Time Strategies of Very Successful People</b> <i>B. Eugene Griessman, 1995</i> The 12-audiotape program shows you how to organize your time and get more done each day.	Audio	<b>Why Can't I Get What I Want?</b> <i>Charles Elliot and Maureen Kirby Lassen, 1998</i> The latest advance in the field of cognitive psychology-schema therapy-offers a revolutionary new approach to breaking free from the negative life patterns that are wreaking havoc on your self-esteem and your relationships. "Why Can't I Get What I Want?" shows our schemas, the lenses we use to view the world.	Book
<b>Time Trap II, Effective Time Management</b> <i>Dr. Alec Mackenzie,</i> Topics include: ways to handle paperwork; limit meeting time; set quiet hours; replace personal disorganization with self-discipline; and set long range goals and daily priorities with deadlines.	Video	<b>Winner in You, The Joe Gilliam,</b> What kind of person are you: one who watches things happen or one who makes things happen?	Audio
<b>Unplug the Christmas Machine</b> <i>Jo Robinson and Jean Coppock Staeheli, 1991</i> "Unplug the Christmas Machine" is more than a "how-to" book on holiday accessories. It is a complete guide to putting the love and warmth back into the season. Offers a wealth of suggestions for combatting commercialism and filling the holidays with simple, spiritual celebrations that help families draw closer together.	Book	<b>Winning at Work</b> <i>Mel Sandler and Muriel Gray, 1999</i> Discover if what's really holding you back at work are "personal traps" you didn't even know were there.	Book
<b>What They Don't Teach You at Harvard Business School</b> <i>Mark McCormack, 1985</i> Listen to McCormack as he tells you how to read people, create the right first impression, take the leading edge, run and attend meetings and move up within the organization.	Audio	<b>Women and Negotiation</b> This video provides helpful advice to women to help them overcome perceptions of powerlessness. It is sometimes believed that women have less power than men. This video teaches skills to help overcome this fear.	Video
		<b>Working with Emotional Intelligence</b> <i>Daniel Golman, 1998</i> Success and leadership in today's workplace demand E.Q. more than I.Q.	Audio
		<b>Working with Emotional Intelligence</b> <i>Daniel Golman, 1998</i> Golman reveals the skills that distinguish the star performers in every field. From entry-level jobs to top executive positions, the single most important fact is not IQ, advanced degrees, or technical expertise. It is emotional intelligence.	Book

**Write for Results****CD-ROM,  
Book***AMA, 1998*

Learn to write for business, quickly and efficiently, and create your own professional documents with this easy-to-use book and CD-ROM.

**You 2****Book***Price Pritchett, Ph.D.,*

The quantum leap strategy for breakthrough performance. Making a quantum leap, going from you to "You 2", means accomplishing far more, in less time, with only a fraction of the effort you've been giving. In *You 2*, Price Pritchett outlines unique, dynamic methods for leaping beyond ordinary performance and achieving dramatic breakthroughs.

# Strategic Planning

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## **A Guide to Long-Range Planning - - Creating Your Strategic Journey** *George L Morrisey, 1996*

Morrisey offers a practical and useful process for creating long-range plans that will help secure your organization's future.

## **A Guide to Strategic Thinking - - Building Your Planning Foundation** *George L Morrisey, 1996*

"A Guide to Strategic Thinking" offers a step-by-step process for beginning the crucial first phase of the planning process: formulating the values, mission, vision, and strategy that will respond effectively to changing world conditions and help chart a productive and profitable future for your organization.

## **A Guide to Tactical Planning - - Producing Your Short-Term Results** *George L Morrisey, 1996*

A practical, proven approach to tactical planning, this book explains how to develop and implement short-range tactical plans that produce tangible bottom-line results.

## **Applied Strategic Planning: A Comprehensive Guide** *Nolan, Pfeifer, 1993*

This text explains how to determine if an organization is ready for change, what can enable effective communication necessary to bring about change, the recognition of cultural roles, roles of a change agent, and how to write effective mission statements.

## **Beyond Spin** *Markos, Kounalakis, Drew Banks, Kim Daus, 1999*

How can communications best serve the new business environment? "Beyond Spin" suggests that today's organizations can learn from the powerful role journalism has played in transforming societies from controlled political structures to democracies.

## **Blackwell Encyclopedic Dictionary of Strategic Management** *Derek Channon, 1997*

This book provides current information on the rapidly changing field of Strategic Management. It provides coverage of the entire field, including leading management tools from benchmarking to reengineering.

## **Building the Flexible Firm** *Henk W. Volberda, 1999*

This book offers a wealth of insights into the way firms can increase their flexibility. It is based on extensive interviews with practitioners and supported by many case studies on flexibility improvement within large corporations.

## **Career Theory and Practice: Learning Through Case Studies** *J. Swanson and N.Fouad, 1999*

The purpose of this book is to provide the reader with hands-on, practical examples of how to apply career development theories to career counseling clients.

## **Dynamic Firm, The** *Edited by A.D. Chandler, Jr,P.Hagstrom & O.Solvell, 1999*

The purpose of this book is to explore - from different perspectives - the dynamic interplay between the technology of a firm; its strategies; organizational choices; and issues of place, region, and location.

## **Individualized Corporation, The** *Sumantra Ghoshal and Christopher A. Bartlett, 1997*

Based on six years of research, "The Individualized Corporation" explores the collapse of an outmoded corporate form and reveals the emergence of a fundamentally different management philosophy. The authors argue that managers must embrace a philosophy based on purpose, process, and people that focuses on developing and leveraging the individual's unique talents and skills.

## **Individualized Corporation, the** *Samantra Ghoshal and Christopher A. Barlett, 1999*

A fundamentally new approach to management. Great companies are defined by purpose, process, and people.

## **More Than a Gut Feeling** *American Media, Inc., 1996*

Avoid poor hiring decisions! Learn to choose the best candidate by using behavioral style interviewing, an approach developed by industrial psychologist, Dr. Paul C. Green.

**Proposals that Work** **Book**

*L.F. Locke, W.W. Spirduso, S.J. Silverman, 2000*

Clear, straightforward, and reader-friendly, "Proposals That Work," is a must-read for anyone considering writing a proposal for a thesis, a dissertation, or a grant.

**Successful Strategic Planning** **Book**

*Stephen G. Haines, 1995*

In order to be successful at strategic planning, you must start with "Backwards Thinking." This book will teach you how to accomplish this, as well as guide you through some common mistakes in the planning process. It will also teach you how to develop and convert strategies into actions, and ways to approach resource allocation.

**WarRoom Guide to Competitive Intelligence, The** **Book**

*Steven Shaker & Mark Gembicki, 1999*

"The WarRoom Guide" to Competitive Intelligence is indispensable for leaders who aim for competitive advantage in business through intelligence-gathering and strategic decision-making.

# Team Building

## 20 Exercises Facilitating Work Teams

**Notebook**

*Dr. Dora B. Johnson, 1994*

This notebook will provide trainers with suggestions for facilitating work teams.

## Conquering Team Conflict

**Video,  
Workbook**

*Jennifer Calway, 1997*

Your team is made up of individuals, each with his or her unique style.

## ABC's of Empowered Teams: Building Blocks for Success

**Book**

*Mark Towers, 1994*

Here's your daily guide to the care and feeding of effective teams, from creating alignment to dealing with zealots.

## Corporate Performance & Employee Commitment

**Video**

*Excellence in Training Corp.,*

Through the example of the Space Shuttle Team, this film encourages managers to refocus their attention on the needs of their people; to maximize corporate performance by earning the commitment of their employees.

## Activities for Teams

**Book**

*Cyril R. Mill, 1980*

This book is designed to complement the popular "How to Lead Work Teams." This resource can also stand alone to help team leaders get everyone actively involved in their team's development.

## Effective Teamwork

**Book**

*Michael D. Maginn, 1995*

Outlines essential team skills, demonstrating how you can directly contribute to your team's success.

## Building High Performance Teams With Dr. Ken Blanchard

**Video-60  
min.**

*Video Publishing House, Inc., 1990*

This program will help you understand and implement team-building strategies that can dramatically improve the performance and profitability of your organization by presenting an easy-to-remember, organized approach for turning a group of diverse individuals into a unit.

## Effective Teamwork

**Video,  
Audio,  
Workbook**

*Michael D. Maginn, 1995*

Today the team concept, rather than the old pyramid-shaped organization chart process, is what makes businesses successful. Ideas and decisions are generated within teams and not from the top down as in the past. After watching this video and completing the exercises both on the video and in the book, your entire work force will know how to maintain a cooperative, creative, and highly productive team environment. You'll learn how to write a team constitution, develop ideas and make decisions that the team can stand behind, run a typical team meeting, and deal with conflict and team problems.

## Building Successful Teams

**Video,  
Manual**

*Ron Meiss and Jean Lebedun, 1993*

A complete team-building program for your organization. Volume 1 explains the foundation for why teams are important and the fundamentals that make teams work. Volume 2 goes deeper by outlining the critical team roles and relationships and defining the step-by-step process for effective decision-making.

## Encyclopedia of Team-Building Activities, The

**Manual**

*J. William Pfeiffer, 1991*

This manual includes topics such as team effectiveness, values, feedback, role clarification, problem solving, team-member relationships, intergroup activities, and new, temporary and transition teams.

## Building the Perfect Team

**Video**

*Video Arts, 1991*

The video "Building The Perfect Team" shows a dramatized example of a well-balanced team at work. It demonstrates how in a perfect team there are nine Team Roles, and each role has a different part to play to make the team as effective as possible.



<b>Global Solutions for Teams: Moving From Collision to Collaboration</b> <i>Sylvia Odenwald, 1996</i> Multinational teams face a variety of challenges as they strive to overcome distance and cultural differences to accomplish common goals. This book contains strategies and examples of how companies like General Electric have turned their international teams into a competitive advantage. Readers also gain from tips on how to implement cross-functional and cross-location teams.	Book	<b>How to Lead a Team</b> <i>CareerTrack, 1996</i> This program is packed with the training you need to get people who were put together to pull together. It's a "here's what to do and the best way to do it" course for team leaders that covers all of the bases. No matter what kind of team you lead, this program will teach you how to get the most out of your people and help you discover what they expect from you in return.	Video
<b>Group Development</b> <i>Leland P. Bradford, 1978</i> Group behavior is affected by the dynamic interaction of many factors, making possible varied approaches to understanding the behavior and the development of groups.	Book	<b>Implementing Self-Directed Work Teams (Vol. 1-3)</b> <i>CareerTrack Inc., 1992</i> The breakthrough method of increasing productivity, sparking innovation and reducing costs.	Video
<b>Group Dynamics</b> <i>John Scherer, 1992</i> John Scherer presents four topics dealing with group dynamics: How to improve group decisions; Stages of a team's development; Improving group process; and Below the waterline.	Video	<b>Inside Teams: How 20 World-Class Organizations Are Winning Through Teamwork</b> <i>Richard Wellins, William Byham, and George Dixon, 1994</i> The case studies featured show how companies chose the team concept as their competitive strategy, formed teams, and solved problems. The insights shared can help readers benchmark their organization's team implementation plans against the leaders, as well as show how teamwork can dramatically affect bottom-line results.	Book
<b>Groupthink</b> <i>CMR Films, 1986</i> This film shows case histories of how groupthink, a natural tendency to achieve agreement for the sake of group unity, regardless of contrary facts or potential consequences, prevents the success of group objectives. It also reviews how to identify and avoid it.	Video	<b>Keeping Teams Together</b> <i>American Management Association, 1994</i> Shows how as a team member or leader, you can assess your effectiveness, overcome storming, re-establish synergy in your team by applying a five-step procedure, and use a personal action plan to help yourself and your team become more effective.	Video
<b>High Performance "Teamwork"</b> <i>Larry Meeker, 1994</i> Thousands of organizations are engaged in using some level of self-managed teams. This is a step-by-step handbook to help with high-performance teamwork.	Book	<b>Leading Self-Directed Work Teams: A Guide to Developing New Team Leadership Skills</b> <i>Kimball, Fisher, 1993</i> This timely book takes a refreshingly candid look at the challenges and rewards of changing from a traditional supervisor to a confident self-directed work team leader. It focuses on hundreds of practical, time-tested techniques for developing the business, interpersonal, and technical capabilities of any team.	Book
<b>How to Build An Effective Team</b> <i>FPMI Communications,</i> Building teams of employees to accomplish an agency's mission is becoming more important as the government strives to "do more with less." This book describes how teams can function effectively and what agencies can do to help ensure their success.	Book		

**Leading Teams: "Mastering the Role"** **Book**

*John Zenger, et.al., 1994*

"Leading Teams" is a must read for team leaders. It also has vital information for training and organizational change professionals.

**Making Teams Work: A Guide to Creating & Managing Teams** **Book**

*Organizational Dynamics, Inc., 1993*

Teams play a crucial role in speeding up critical operations, reducing waste and inefficiency, finding new solutions to old problems, and decreasing rework and organizational frustration. This handbook will help establish a system in which teams become a basic building block of organizational improvement.

**Making Teamwork Work** **Video**

*Ron Meiss, 1993*

You'll learn how to: create a team mission and set objectives, develop and implement team rules, turn conflict into positive energy, transform the organization through teamwork, and use individual strengths to improve team effectiveness.

**Management Team Handbook, The**

*Marie G. McIntyre, 1998*

"The Management Team Handbook" is a useful, practical guide to making teams more productive, responsive, and successful by addressing the factors specific to management team effectiveness.

**Managing Quality Through Teams** **Book**

*Lawrence M. Miller and Jennifer Howard, 1991*

A workbook for team leaders and members. This workbook defines the team process, its benefits, and the basic functions of a team.

**Organization Teams: Building Continuous Quality Improvement** **Book**

*Mears, 1994*

Comprehensive coverage of team concepts such as empowerment, cohesiveness, difficult team members and team effectiveness can be found between the covers of this outstanding publication written for anyone given the task of teaching individuals in corporations or the public sector.

**Relationship Awareness Teams** **Binder**

*Michele L. Rollins, Ph.D., 1993*

A resource book for team building training.

**Self-Directed Work Teams (The New American Challenge)** **Book**

*Osburn, Moran, Musselwhite and Zenger, 1990*

Properly implemented self-directed work teams can increase productivity and quality of products. This book addresses all the why's, what's and how's associated with self-directed work teams.

**Six Steps to Effective Teamwork** **Video**

*Arthur Ciancutti, MD,*

In this live video presentation, Dr. Ciancutti identifies six steps that must be taken to establish effective teamwork. His ideas move from the need to understand people - and first yourself - to visualizing success and ultimately obtaining real commitments from each team member.

**Studying Your Workforce** **Book**

*Alan Clardy, 1997*

"Studying your Workforce" concisely and easily describes how to apply specific research methods to common human resource development problems.

**Team Approach** **Video**

*Kantola Productions,*

Be prepared to Speak, be prepared to Sell, be prepared for Meetings, and be prepared to Lead.

**Team Approach to Quality, The** **Book**

*Karl A. Shilliff and Paul J. Motiska,*

This book shows managers how to identify team members and designate responsibilities.

**Team Building: An Exercise in Leadership** **Book**

*Robert B. Maddux, 1986*

Team Building is a valuable management tool. In a work environment, the results that are achieved are seldom the outcome of one individual's talent; each person is influenced by the attitude and action of coworkers and managers. This book is devoted to teaching concepts which make work positive and productive.

**Team Excellence With Walter Cronkite** **Video**

*Video Publishing House, Inc., 1987*

This program shows how to build and manage teams and is for all who feel they're working twice as hard to manage half as much, or are overwhelmed by the flood of information which they are supposed to know.

- Team Fitness: A How-to Manual for Building a Winning Work Team** **Book**  
*Meg Hartzler and Jane E. Henry, Ph.D., 1994*  
 This step-by-step approach to team fitness includes diagnosing your team's needs, a plan for team activities, and carrying out identified activities. It is an easy to use workbook with a fitness theme format that's fun, straightforward, and practical for groups and group leaders.
- Team Leadership** **Video**  
*Crisp Publications Inc.,*  
 Real life situations show what happens when people practice Team Leadership.
- Team Member Handbook for Teamwork** **Book**  
*Price Pritchett, 1992*  
 Learn the magic that moves your team beyond mediocrity and into the winners' circle. From the big league of the NFL to the little league in Carrollton, Texas...From CNN to NASA to the Indy 500 - the fundamentals of teamwork remain the same, regardless of the setting. Discover why you are the answer, how to protect your position on the team, how to win the support of your teammates, what it takes to build a championship team. Use these 16 guidelines for turning your group into a high-powered team, making it a tightly knit unit that achieves outstanding results.
- Team Problem Solving** **Book**  
*Sandy Pokras, 1995*  
 This book gives five tools that help you recognize a problem, helps you analyze the problem and its cause and gives eight tips to improve a team's decision-making process.
- Team Reconstruction: Building a High Performance Work Group During Change** **Book**  
*Price Pritchett and Ron Pound, 1992*  
 Learn the secrets of high performance for teams in transition.
- Team Trainer: Winning Tools and Tactics for Successful Workouts** **Book**  
*William Gorden, Erica Nagel, Scott Myers, 1996*  
 Team skills don't come naturally - they have to be developed, built and practiced. In this practical handbook, the authors cover the do's and don'ts of team-based quality improvement, guidelines for team-shared leadership, common team frustrations, different team positions, and more. The book also includes fun team workout skill sessions and drills.
- Teaming Up** **Book**  
*Darrell Ray and Howard Bronstein,*  
 Dr. Ray leads you step-by-step through the challenging and rewarding process evolving from traditional top-down control to true employee empowerment.
- Teaming Up: Competition and Cooperation** **Video**  
*CMR Films,*  
 The dynamic interplay between these two fundamental, though often misunderstood, concepts is dramatically explored (includes leader's guide).
- Teams in Government: A Handbook for Team-Based Organization** **Book**  
*Koehler and Pankowski, 1996*  
 Reading for employees within government who work in teams and are looking to improve quality. This book provides the principles, structure, phases, and tools needed to implement teams and assess their effectiveness.
- Teamwork - We Have Met the Enemy and They Are Us** **Book**  
*Matt M. Starcevich and Steven J. Stowell,*  
 In this book you will discover the inner dimensions of how groups become teams and how group dynamics can be managed. You will add clarity to the very subtle and often subliminal concept of teamwork by watching groups from a unique perspective as they work to meet outdoor challenges.
- Teamwork for Customers: Building Organizations That Take Pride in Serving** **Book**  
*Dean Tjosuold, 1993*  
 This book is designed to aid executives and managers in developing a customer responsive organization using team strategies. Topics include ways to nurture customer relations, solve problems expeditiously, and solve customer grievances productively.
- Think or Sink (Closed Captioned)** **Video**  
*Video Arts Inc., 1991*  
 "Think or Sink" is a management development video which shows how to apply collective team thinking skills to solve problems, exploit opportunities and make better decisions.

**Together We Can!**  
*American Media Inc.,*

After watching this video and participating in the training, employees will have a clearer understanding of the personal actions that need to be taken each day in order to maintain and improve teamwork.

**Video**

**Trust Me**  
*William J. Morin, 1990*

Employees often believe that hard work and dedication guarantee job security, while employers assume that a regular paycheck will inspire employees to company loyalty.

**Book**

**Trust Your Team**  
*Excellence in Training Corp.,*

This film focuses on the skills managers and supervisors need to build effective teams as well as offering ideas on how to get more out of your people.

**Video**

**Why Teams Can Fail and What to Do About It**

*Darcy Hitchcock and Marsha Willard,*

Teams that work well can achieve some of the greatest breakthroughs in organizational history. But with rapid growth in popularity of teams can come failures, and every organization has known those teams that are disorganized, unmotivated and ultimately, short-lived. This book identifies the most common challenges faced by high-performance, self-directed teams and adds specific suggestions for troubleshooting and resolving conflicts.

**Book**

**Working Together**  
*Crisp, Inc., 1991*

This video dramatizes the real world applications of working together.

**Video**

**Working Together Works!**  
*Dartnell,*

"Working Together Works" shows the advantages of working together without being preachy or heavy-handed. Using a mixture of videos, dramatic sketches, mini-documentaries, comic turns, and personal testimony, the film entertains while it inspires.

**Video**

# Technology

## New Forces At Work

Book

*Steven Popper, Caroline Wagner & Eric Larson, 1998*

In this age of rapidly advancing technology, what will it take for the United States to remain competitive in the world economy? What new technologies are essential to build new industries, to drive economic growth, to improve the health and quality of life of our people, to ensure national security and to protect the environment? This book explores this set of issues surrounding this area of policy from an industry perspective.

## Heart and Soul - Internet Job Search

Book

*Chuck Cochran & Donna Pearce, 1999*

"Heart and Soul-Internet Job Search" is for individuals who want a job they'll love - one that matches their heart's dreams. It's for those professionals who are looking for a higher-caliber career that suits them emotionally, physically, and spiritually. The seven secrets can help you take advantage of the Internet to find a perfect job.

## Information Superhighway

Video (two copies)

*Micheal Samsel and Jim Cissel, 1994*

Understanding and using the Internet, a step-by-step guide featuring easy-to-use Windows Internet Access applications.

## New Forces At Work: Industry Views Critical Technologies

Book

*Popper, Wagner, & Larson, 1998*

At the request of the Office of Science and Technology Policy in the Executive Office of the President, the authors engaged and solicited the views of presidents, CEO's, and Chief Technology Officers from 39 firms representing a cross section of industries. The result is a revealing look at the state of five major technology sectors that U.S. industry cited as essential: software; microelectronics, and telecommunication technologies; manufacturing technologies; materials; and sensor and imaging technologies.

## Doing Internet Research: Critical Issues and Methods for Examining the Net

Book

*Steve Jones, 1999*

"Doing Internet Research" is written to help people discern in what ways it has commanded the public imagination, and the methodological issues that arise when one tries to study and understand the social processes occurring within the Internet.

## Engineering Tomorrow

Book

*Janie Fouke, 2000*

The rush of technology in the 20th century has brought more advances than the 11th through 19th centuries combined.

## Trapped in the Net: The Unanticipated Consequences of Computerization

Book

*Gene I. Rochlin, 1997*

In this exciting book, the author takes a close look at how the familiar and pervasive effects of computerization have become embedded in all our lives, forcing us to narrow the scope of our choices, our modes of control, and our experiences with the real world. The threat is not the direct one once framed by the idea of insane robots or runaway mainframes, but the gradual loss of control over hardware, software, business practices, and even personal interactions.

## Growth Warriors, The

Book

*Ronald Mascitelli, 1999*

The Growth Warriors represents a powerful resource for all those who are challenged with achieving sustainable leadership in global high technology markets.

## Mission Critical

Book

*Thomas H. Davenport, 2000*

An indispensable business guide for all companies involved in ERP initiatives.

## Transparent Society, The

Book

*David Brinn, 1998*

The inescapable rush of technology is forcing us to make new choices about how we want to live.

## What Will Be: How the New World of Information will Change our Lives

Book

*Micheal L. Dertouzos, 1998*

A thought-provoking and entertaining vision of the world of the next decade - and of the next century. Examines the impact that new technologies and challenges will have on our lives. Forward by Bill Gates.

**Visions: How Science will Revolutionize the 21st Century** **Book**  
*Michael Kaku, 1998*

Theoretical physicist and bestselling author examines the ways the great scientific revolutions that have dramatically reshaped the 20th century will transform the way we live in the 21st century.

**Building Sustainable Societies: A Blueprint for a Post-Industrial World** **Book**  
*Dennis C. Pirages, 1996*

This collection of previously unpublished essays addresses, in a comprehensive fashion, the question of whether the industrial model of human progress can be sustained over time.

**Biotech Century, The** **Book**  
*Jeremy Rifkin, 1999*

A portrayal of the marriage between computer technology and genetic engineering. Humanity is on the brink of wielding greater control over the biology of life and how we are born; how our food supply is created; the traits our children may have. This book examines the price we pay for this historic transition in the Age of Biotechnology.

**High Tech - High Touch** **Book**  
*John Naisbitt, 1999*

With American culture now being increasingly broadcast through technology, from TV and movies to music to the Internet and electronic games, we are living in what John Naisbitt calls the Technologically Intoxicated zone. A remarkable examination of the role technology plays in our accelerated search for meaning.

**Blown to Bits** **Book**  
*Philip Evans, Thomas S. Wurster, 2000*

"Blown to Bits" reveals how the spread of connectivity and common standards is redefining the information channels that link businesses with their customers, suppliers, and employees. Evans and Wurster demonstrate the profound effect the Information Age is having on traditional business strategy.

**Net Gain** **Book**  
*John Hagel, III, Arthur Armstrong, 1997*

This book is the manifesto for a new generation of competitors who want to reap the elusive rewards of the on-line economy. It identifies where the real value lies on the Internet and on other networks. It is the first to give you the strategic tools for determining how much your company will need to invest - and how much and where it stands to gain - by building a successful virtual community.

**Computerization and Controversy** **Book**  
*Rob Kling, 1996*

This book introduces some of the major controversies surrounding the computerization of society and helps readers recognize the social processes that drive and shape computerization.

**Designing Quality Databases With IDEFIX Information Models** **Book**  
*Thomas A. Bruce, 1991*

This book will satisfy both those who want to understand the "why" and those who want to know the "how" of data driven design.

**McKinley Internet Yellow Pages** **Book**  
*Christine Maxwell, et al.,*

You will find this your most-used Internet reference. As easy as using your phone book - surf through thousands of listings by category and name. This is your A-Z guide to what's on the Internet - news, travel, entertainment, and more.

**Net Future** **Book**  
*Chuck Martin, 1999*

In this book, Martin spells out the rules for success in today's Internet-worked business environment.

**Net Gain** **Book**  
*John Hagel, III, Arthur Armstrong, 1997*

This book is the manifesto for a new generation of competitors who want to reap the elusive rewards of the on-line economy. It identifies where the real value lies on the Internet and on other networks. It is the first to give the strategic tools for determining how much your company will need to invest - and how much and where it stands to gain - by building a successful virtual community.

- Technology Integration** **Book**  
*Marco Lansiti, 1998*  
 This book vividly illustrates the scope and complexity of high tech new products development and the challenges of translating the knowledge generated by research into real and competitive products. It takes readers through the process of technology integration at the managerial and strategic levels; reveals the significant evolution in the structure of research and development in the modern corporation; and uncovers some striking similarities in how both large, science-based capital-intensive hardware manufacturers and smaller, leaner software firms develop technology integration capabilities.
- Who Knows – Safeguarding Your Privacy in a Networked World** **Book**  
*Ann Cavoukian, Ph.D. and Don Tapscott,*  
 Reveals the many ways in which government and corporations systematically invade our privacy and erode the confidentiality of our personal information.
- Working Knowledge** **Book**  
*Thomas H. Davenport & Lawrence Ausak, 1998*  
 This book examines the impact of recent trends, including globalization, leaner organizations and product and service convergence, that have brought about the "knowledge boom, " and initiates a candid discussion of the often overemphasized role of information technology in managing knowledge.
- Internet Complete Reference** **Book**  
*Harley Hahn and Rick Stout, 1994*  
 This one-stop resource explains how to assess the amazing services and information free to Internet users, along with guides to the jargon, technology, and communication options.
- Beginning DOS for Non-Technical Business Users** **Book**  
*Gordon Kimbell, 1993*  
 This simple introduction to DOS teaches you the basics of how to copy files, backup and restore files, understand the meaning of common DOS errors and messages, and more.
- Computer Security – Make the Commitment** **Video-14 min.**  
*Office of Personnel Management,*  
 This tape makes what some consider a hum-drum topic entertaining by illustrating proper computer security techniques in a short video sketch applicable to everyone.
- Electronic Resume Revolution** **Book**  
*Joyce Lain Kennedy and Thomas J. Morrow J, 1995*  
 Create a winning resume for the new world of job seeking. Write a computer scannable resume. Use keywords to grab employers' attention. Keep yourself visible in databases everywhere. 30 model resumes.
- Getting Creative With Newsletters in WordPerfect** **Book**  
*Sandy Zook, 1993*  
 If you are responsible for your office, company, group, or personal newsletter, this book is for you. Step-by-step instructions and useful examples help you create handsome, professional-looking newsletters.
- Getting On the Information Superhighway Book** **Book**  
*Wally Bock, 1996*  
 You've heard about the information superhighway and you're probably thinking that you ought to "go on-line." Maybe you've already decided that you need to be on-line, but you just didn't know where to start. This resource will provide you with everything you need to know about how to get on-line.
- Growing Up Digital** **Book**  
*Don Tapscott, 1998*  
 This book profiles the rise of the Net Generation, which is using digital technology to change the way individuals and society interact.
- How to Understand, Access, and Use the Internet** **Video**  
*Fred Pryor Seminars, 1995*  
 In this two-video set of how to understand, access and use the Internet, you'll learn at your own pace all about what the Internet is and how it's being used and much more!
- In the Absence of the Sacred** **Book**  
*Jerry Mander, 1992*  
 This book will help you better understand social research methods.
- Introduction to Microcomputers** **Book**  
*Paul Tempke, 1991*  
 For the beginner who has no experience but wants to learn about the benefits of using a computer. It provides very basic information about how personal computers work and what they can do for the user. Word processing, database management, spreadsheets, graphics and other applications are explained in a friendly, easy-to-understand manner.

# Training

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## **1999 Annual; Vol. 1, Training, The** *Elaine Biech, 1999*

**Book**

Volume 1 of the 1999 Annual focuses on training. Inside you will find hundreds of trustworthy tips that will improve the productivity and enhance the satisfaction of employees at any organization.

## **500 Tips for Trainers**

**Book**

*Phil Race and Brenda Smith, 1996*

Here you'll find a treasury of more than 500 enlightening, practical suggestions for trainers. Additionally, this book will help trainers organize the venue, create flip charts and handouts, design a questionnaire, motivate the participants, and more.

## **A Picture's Worth 1,000 Words**

**Book**

*Jean Westcott & Jennifer Hammond Landau, 1997*

This user-friendly guidebook explains when and how to use a variety of flip-chart applications and how to organize training around flip charts.

## **Activities for Trainers - 50 Useful Designs**

**Book**

*Cyril R. Mill, 1980*

Workbook for trainers to use when developing a training session. Addresses a variety of topics.

## **ASTD Buyer's Guide & Consultant Directory**

**Book**

*American Society for Training and Development, 1990*

Lists hundreds of products & services available to HRD professionals.

## **ASTD Technical and Skills Training Handbook, The**

**Book**

*Leslie Kelly, Editor, 1996*

Competitiveness in the global marketplace is impossible without state-of-the-art technical training. This book prepares trainers for the technical demands of the twenty-first century. Areas covered include recruiting and training staff, handling legal issues, designing and delivering cost-effective programs, assessing facility and equipment needs, designing training laboratories and skilled trade programs, and more. Resource information profiles colleges, vocational and technical institutes, as well as technical training suppliers.

## **ASTD Trainer's Sourcebook on Coaching, The**

**Book**

*Dennis Kinlaw, 1996*

Customizable training designs for a Coaching workshop. Fully reproducible workshop materials. Games, questionnaires, group activities, overhead masters, and participant handouts.

## **ASTD Trainer's Sourcebook on Creativity and Innovation, The**

**Book**

*Elaine Biech, 1996*

Customizable training designs for a Creativity and Innovation workshop. Fully reproducible workshop materials. Games, questionnaires, group activities, overhead masters, participant handouts.

## **ASTD Trainer's Sourcebook on Leadership, The**

**Book**

*Anne Coyle, 1997*

Customizable training designs to teach a class on Leadership. Fully reproducible workshop materials. Games, questionnaires, group activities, overhead masters and participant handouts.

## **ASTD Trainer's Sourcebook on Strategic Planning, The**

**Book**

*John Wills, 1997*

Customizable training designs for a Strategic Planning workshop. Fully reproducible workshop materials. Games, questionnaires, group activities, overhead masters and participant handouts.

## **ASTD Trainer's Sourcebook on Teambuilding, The**

**Book**

*Cresencio Torres/Deborah Fairbanks, 1996*

Customizable training designs for a Teambuilding workshop. Fully reproducible workshop materials. Games, questionnaires, group activities, overhead masters, and participant handouts.

## **ASTD Trainer's Sourcebook: Diversity, The**

**Book**

*Tina Rasmussen, 1996*

This ASTD sourcebook is designed to deliver workshops on diversity. Includes all overheads, reference materials, and handouts for many different formats on diversity training.



**ASTD Trainer's Sourcebook:  
Facilitation Skills, The**  
*Dennis Kinlaw, 1996*

**Book**

This ASTD sourcebook gives you easy to personalize, ready to run workshops. Includes training games, role plays, learning activities, surveys, overheads, presentations, and more.

**ASTD Training Data Book, The**  
*Laurie J. Saddi, Anne L. Gallagher, and Ed Schroer, 1996*

**Book**

Despite the strategic role of employer-provided training, it has been difficult to gain a comprehensive view of the nature and magnitude of this investment. This book seeks to remedy that situation by summarizing in one concise source what is known about formal training provided by private sector employers in the United States.

**Best of Case Studies in Technical  
Training, The**

**Book**

Discover the personal stories behind some of the industry's most innovative technical training strategies and programs. All the case studies are real accounts of "what works" and what doesn't in the fast-paced technical training field. The trainers and companies highlighted here are on the front lines of providing just-in-time training to the people who must use, maintain, and improve upon current technology.

**Conducting Training Workshops**  
*Eileen K. Van Kavelaar, 1998*

**Book**

A training workshop can be a frightening thing for both beginners and old pros. This book will walk you through the steps of preparing a training workshop, match your training to your audience, establish the learning objectives, and evaluate the effectiveness of your workshop. This book will help not only new trainers, but those who have trained many times before.

**Developing A Breakthrough Mindset,  
volume 7**  
*John Scherer, 1992*

**Video**

This volume contains 4 vignettes on learning to think in new ways about old problems.

**Developing and Managing  
Organizational Learning: A Guide to  
Effective Training Project  
Management**  
*Karen Overfield, 1998*

**Book**

This book is a practical guide for trainers who aim to lead learning in their organizations. This book contains tools that will help trainers to manage training programs efficiently and effectively, as well as link these skills to skills in project management and critical thinking.

**Developing Instructional Design: A  
Step-by-Step Guide to Success**  
*Geri McArdle, Michael G. Crisp, 1991*

**Book**

This self-study book describes the four steps used in designing a process to understand and correct human performance problems.

**Distance Education Strategies and  
Tools**  
*Barry Willis, Editor, 1997*

**Book**

As companies struggle to cost-effectively bridge the gap between trainers and workers separated by physical distance, technology plays a critical role in the delivery of instruction. This book guides the reader through the myriad of new tools, techniques, and media available to distance educators. Included are in-depth examinations of strategic planning and needs assessment for distance education, printer and audio/video tools, computer tools and interactive media, copyright and regulatory issues, and opportunities for resource sharing and faculty development.

**Educational Technology Handbook: A  
Comprehensive Guide, The**  
*Steven Hackbarth, 1996*

**Book**

This book enables teachers to make cumulative progress in the quality of their instruction as well as in access to it by rich and poor, gifted and disabled.

**Effective Facilitation Tools**  
*Susan E. Freeman, 1997*

**Video**

5 volume video series on facilitating: Gathering Information, Unleashing Group Creativity, Group Decision Making, Taking Action as a Group, Resolving Group Conflict.

**Effective Presentation Skills****Book***Steve Mandel, 1987*

This bestselling book helps readers prepare and deliver effective presentations. Simple, practical suggestions teach basics such as how to organize thoughts and data for maximum input, how to develop and use visual aids, and how to deliver what you've prepared, using effective body language and techniques.

**Effective Presentation Skills****Video****(Administrator's Guide)***International Training Corporation, 1993*

This manual uses several conventions that are designed to help you deliver this workshop. Becoming familiar with these conventions and the associated icons will help you present this material.

**Electronic University: A Guide to Distance Learning Programs, The****Book***Peterson and NUCEA, 1993*

A guide to distance learning programs, the hottest education trend of the 90's. Education on demand for today's fast paced lives and rapidly changing workplace. Thousands of "telecourses" from America's leading universities to home or work via television, computer and videocassette. Complete listing of degree programs and certificates offered electronically in the United States.

**Energizers****Book***John Jones, Ph.D., and William L. Bearley, Ed.D., 1989*

"Energizers" is a complete book of exercises used by trainers and facilitators to raise the energy level of the group. Energizers can be used anytime during a facilitation, not to be confused with "ice breakers" and "get acquainted" exercises which are commonly used first thing during an intervention.

**Evaluating Employee Training Programs****Book***Elizabeth M. Hawthorne, 1987*

With the increase in training efforts in recent years has come a concomitant rise in the demand for program accountability in terms of measurable workplace results. Hawthorne establishes a historical context for the development of corporate sponsored employee training programs and evaluation efforts. She provides specific guidelines which will assist educators in preparing evaluation plans, implementing evaluations, and using evaluation techniques to improve training and to enhance its impact.

**Evaluating Research Articles****Book***Ellen R. Girden, 1996*

This book teaches you how to critically read qualitative, and quantitative research articles from beginning to end, and how to decide whether the conclusions reported in an article are justified based on the design and analysis of an experiment.

**Evaluating Training Programs: The Four Levels****Book***Donald Kirkpatrick, 1994*

Kirkpatrick's four-level model is one of the most widely used approaches to evaluating training programs in corporate, government and academic settings. Now the creator of this approach offers step-by-step guidelines that walk trainers through the evaluation process, which focuses on four specific areas of measurement: measuring reaction, measuring learning, measuring behavior, and measuring results. Along with sample survey forms for each step in the process, the book features case studies of such companies as IBM, CIGNA Corporation, and Arthur Andersen, which evaluate their training programs using one or more of the four levels.

**Games Trainers Play****Book***John Newstrom, Edeard Scannell, 1980*

This book focuses on games professional trainers and educators can, and do, play.

**Great Session Openers, Closers, and Energizers****Book***Marlene Carroselli, 1998*

This book is a fun-filled collection of can't miss activities containing the openers, closers, and energizers you need to kick off each session with a bang.

**Handbook of Training Evaluation and Measurement Methods****Book***Jack Phillips, 1991*

This standard reference gives practical tools necessary to evaluate and measure the bottom line effectiveness of training programs. Focuses on results-oriented, proactive training, as well as qualitative evaluation and the profit center concept.

**Highlights - A Systematic Approach to the Evaluation of Training and Development Programs****Book***Trapnell,*

Asserting that the current state of the art in evaluating training today is "superficial," Trapnell proposes and describes a more technical multidimensional model.

**How to Run Seminars and Workshops** **Book**  
*Robert L. Jolles, 1993*

Jolles shares his proven techniques for running effective and fun workshops and seminars. This book covers all of the bases, including research and preparation, questioning techniques, pacing, visual aids, interest holding, evaluation and support, feedback and much more.

**How to Write Training Materials** **Book**  
*Linda Stoneall, 1991*

Designed to help trainers to use their knowledge, experience, and creativity to design training materials, this book deals with script writing for videos, writing instruction for facilitators and participants, and more. The author believes that writing can be the trainer's most important activity, so this book presents every major step in the process of creating and writing a training program.

**Improving On-the-Job Training** **Book**  
*William J. Rothwell and H.C. Kazanas,*

A complete step-by-step guide to establishing or improving on-the-job training programs in all job categories.

**Intent vs. Impact** **Video**  
*Reynelda Muse, et. el., 1988*

This sexual harassment employee training program alerts the viewer to the problem of sexual harassment, and tells how to combat the problem, defining key terms such as "sexism" and "harassment" as it proceeds.

**Learning Alliance: Systems Thinking in Human Resource Development** **Book**  
*Robert Brinkerhoff and Stephen Gill, 1994*

Learning adds value and improves human performance only when training is viewed and managed as an integral process within a system; not as a program within an isolated department. The authors present ways that supervisors, trainees, and training professionals can collaborate to systematically manage the process of learning and behavior change, and consistently deliver the cost-effective results needed to build and sustain an organization's competitive advantage. Hands-on tools and a comprehensive checklist for conducting an organizational audit are included.

**Linking HRD Programs with Organizational Strategy** **Book**  
*Jack Phillips, William J. Rothwell, 1998*

This books shows you how organizations of varied sizes and types have attempted to link human resource development efforts, some successfully and others not so successfully, to organizational strategy.

**Listen Up Learning Activities** **Manual**  
*Katie Watson & Larry Barker, 1995*

This training manual contains activities that can be used in interactive listening courses. Interactive listening is viewed as the active process of listening and responding in communication settings.

**Mastering Management Education** **Book**  
*Charles M. Vance, 1993*

This book includes the writing of many of the best minds in Management Education, and serves as a comprehensive valuable survival guide for professionals, teachers, and students of business.

**Mastering the Instructional Design Process: A Systematic Approach** **Book**  
*William J. Rothwell, H. C. Kazanas, 1998*

Educators William Rothwell and H. C. Kazanas explain how to detect employee performance problems, identify their root causes, weigh the pros and cons of alternative remedies, and implement working solutions. Full of case studies, checklists, and charts, this book serves as a valuable resource for anyone charged with the responsibility of finding effective, lasting solutions to employee performance problems.

**Mentoring: Role-Plays for Evaluation** **Video, Tape, Book**

*Gordon R. Shea, 1997*

How to Develep Successful Mentor Behaviors

**Mindful Inquiry in Social Research** **Book**  
*Valerie Bentz, Jeremy Shapiro, 1998*

In this innovative introduction to research in the social and human sciences, Valerie Bentz and Jeremy Shapiro guide students through the maze of research traditions, cultures of inquiry, and epistemological frameworks that blanket the intellectual landscape.

**Opportunities in Training and Development Careers** **Book**

*Edward E. Gordon and Catherine M. Petrini, 1997*

In "Opportunities in Training and Development Careers," you'll find a complete overview of the evolution of workplace training and development and expert advice on how to enter and excel in this rapidly expanding field.

**Planning Programs for Adult Learners** **Book**  
*Rosemary S. Caffarella, 1994*

This book is a practical, step-by-step guide to the process of planning educational programs for adults.

**Process-Improvement Skills:  
Rethinking the Routine (Facilitator  
Guide)**

*Pfeiffer and Company, 1994*

The objective of the Training Series is to help team leaders develop the skills and techniques they need to effectively help their team members and their team improve productivity and quality. Each module within the series focuses on key development requirements for team leaders, helping them develop partnering skills.

**Video**

**Self-Directed Learning: A Practical  
Guide to Design, Development &  
Implementation**

*George M. Piskurich, 1993*

A book that shows how self-directed learning (SDL) can provide both a cost-effective and time-effective alternative to traditional instructional designs. It provides experienced practitioners with a systematic method for developing SDL packages applicable from basic skills training to education of advanced degree candidates in traditional academic environments.

**Book**

**Red Hot Handouts!**

*Dave Arch, 1996*

This book is full of creative sculptures, optical illusions, puzzles, and activities to enhance learning in your training class.

**Skills Training for Tomorrow's Work  
Force**

*Laurie Field, 1994*

Provides a thorough analysis of skills training. It covers the main aspects of planning, conducting, and assessing training in job-related skills and states the advantages and disadvantages of the approaches, techniques, and methods presented. Let this excellent, in-depth overview show you how to teach trainees the problem-solving skills they need in today's ever-changing work environment.

**Book**

**Reengineering the Training Function:  
How to Align Training With the New  
Corporate Agenda**

*Donald Shandler, Ph.D., 1996*

Any business that wants to remain competitive in a global marketplace will find this book relevant. Here is a plan of action, rich in reengineering strategies and tactics, full of specific guidelines and tools that can be put to use immediately.

**Book**

**Trainer's Professional Development  
Handbook, The**

*Ray Bard, Chip Bell, Leslie Stephen, Linda Webster, 1987*

This book is a learning guide and storehouse of information for new and experienced trainers alike. It gives trainers a step-by-step guide for planning their professional development, an extensive catalogue of learning resources, and a concise encyclopedia of human resource development.

**Handbook**

**Secrets for a Successful Dissertation**

*Jacqueline Fitzpartick, Jan Secrist, Debra Wright, 1998*

"Secrets for a Successful Dissertation" is designed for doctoral candidates at or near the beginning of the dissertation stages of their academic programs.

**Book**

**Training Evaluation Made Easy:  
Making Training Worth Every Penny**

*Jane Holcomb, 1998*

A guide to evaluating training and promoting the transfer of learning from the training room to the worksite.

**Book**

**Secrets to Enliven Learning**

*Ann Petit, 1994*

This book is a simple and effective guide to creating self study manuals. This book is short on theory but long on practical, applicable, simple, and playful ways to create manuals. Designed to set creativity and imagination free so that you can build self study manuals that stand out from the rest.

**Book**

**Training Room Solutions**

*Kory L. Terlaga, 1990*

This book provides suggestions and considerations that will help facilitate the process of developing a training room environment.

**Book**

**Training Theory and Practice**

*W. Brendan Reddy, Ph.D., and Glenard C. Henderson, 1987*

This is a compilation of articles on training theory and practice, including topics on small group training perspectives, trainer development, dynamics of training and learning, applications, and multicultural training. The authors are National Training Laboratory Institute members and associates.

**Book**

**What Works: Training and Development Practices**

*Laurie J. Bassi and Darlene Russ-Eft, 1997*

This is a practical tool for human resource development professionals who are seeking to translate the findings of sound research into sound practices within their organizations. Designed to facilitate the translation of research into practice.

**Book**

**Web-Based Cookbook, The**  
*Brandon Hall, 1997*

A multimedia training expert shows how to use the Web to design and build effective training courses. He also shows how to train employees and improve their performance, and how the Web can supplement or replace traditional training methods for employees and customers. CD ROM includes full code for the best examples of each type of training in the book. Author also will maintain a web site providing up to date information on web-based training and development topics.

**Book**

**What Works: Assessment, Development, & Measurement**

*Laurie J. Bassi and Darlene Russ-Eft, 1997*

This book, from the American Society for Training and Development, discusses competency assessment methods, learning style, organizational learning, multirater 360 degree feedback, evaluating training, and return on investment.

**Book**

**Workplace Teams**

*AMA Partnership Series,*

An invaluable guide that provides the trainer with practical guidelines, discussion questions, session exercises, plus an annotated bibliography that will help you build a top-notch training library.

**Video**

# Transition

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## **Art of Coming Home, The** ***Craig Storti, 1997***

**Book**

Living and working overseas takes some getting used to. Cultural adjustment is a much-studied and increasingly well-understood phenomenon. This book helps to describe and understand what re-entry feels like.

## **Career Bounce-Back! The** **Professionals in Transition Guide to** **Recovery & Reemployment** ***J. Birkel and Stacey Miller, 1997***

**Book**

A one-stop self-help manual/practical career guide that helps readers recover from job loss and rejuvenate their careers. Readers will discover action steps and exercises for managing job-loss grief, and job hunting tactics including networking, uncovering hidden opportunities, and finessing interviews. In addition, readers will find motivational and instructive examples of people who have been helped by following the PIT program.

## **Career Transition in Turbulent Times** ***Rich Feller and Garry Walz, 1997***

**Book**

This book is a compilation of over 50 authors in the field of career development. They have highlighted important new trends that will shape the future of career programs and practices for years to come.

## **Career Transition: A Guide For** **Federal Employees in a Time of** **Turmoil** ***Robert Carey, 1996***

**Book**

"Career Transition" explains how to take advantage of the experience you have gained working for the federal government. It explains some of the major differences in working for the government and a private company. Most important of all, it explains how to start developing and implementing an action plan for finding that new job.

## **Climb a Fallen Ladder: How to** **Survive (&Thrive!) in a Down-Sized** **America**

**Book**

***Rochelle H. Gordon, Catherine E. Harold, 1996***

Psychiatrist Gordon and business writer Harold have written a humane book for people who have been down-sized or feel the threat of down-sizing. Down-sizing, they note, is a result of a changing global economy and is not the fault of either employee or company. The authors encourage those who have lost a job or fear losing one to take positive steps to control their destiny. Their book includes inspiring narratives of real employees who have done so. Speaking to employees' psychological needs, the authors help put priorities in perspective and open up new possibilities for growth. Accordingly, employees can not only endure, but conserve their dignity and continue a rewarding home life while becoming their own guiding force toward a better career. Managers, human resources departments, and workers can all benefit from this book.

## **Complete Idiot's Guide to Changing** **Careers, The** ***William Charland, 1998***

**Book**

"The Complete Idiot's Guide to Changing Careers" provides the tips, professional advice, and guidelines that can help make a reality out of that new job you've only been dreaming about.

## **Counseling Adults in Transition** ***N.K.Schlossberg, E.B.Waters, J.Goodman, 1995***

**Book**

The authors combine an understanding of adult development with practical strategies for counseling clients in personal and professional transition and provide a framework for individual, group, and work settings.

## **Developing Job Leads** ***American Media, Inc., 1988***

**Video**

This tape highlights the critical preparation stage of the job search process, a process presented here from the unique perspective of an employer. Strategies are put forward as a means of getting the job interview, and include the resume and cover letter steps.

## **Excellence in Outplacement Practice** ***James Gallagher, Ph.D., Editor, 1995***

**Book**

100 Case Studies representing outplacement lessons and best practices.

**From Downsizing to Recovery** **Book**  
*R.L. Knowdell, E. Branstead & M. Moravec, 1996*

"From Downsizing to Recovery" provides executives, managers, and business planners with detailed information for implementing effective restructuring efforts. In considering the interests of the organization, the feelings of displaced workers, and the needs of remaining employees, this book emphasizes both the human implications in any downsizing, and the benefits of skilled leadership.

**Haldane's Best Answers to Tough Interview Questions** **Book**  
*Bernard Haldane Associates, 2000*

The face-to-face job interview largely determines whether or not you will be offered the job. Based on more than 50 years of experience in working with over 600,000 clients, this book outlines the key principles and reveals numerous examples for conducting a successful job interview. Covers everything from preparation to close and follow-up.

**Making Change Work** **Video**  
*CareerTrack, 1997*

This high-impact program will help you and your colleagues move past the resistance that often accompanies transition. You'll go beyond what change brings (new people, new policies, new location) and explore the thought processes people go through to accept any new situation. You'll learn how to adopt a fluid, proactive style of change management that enables you and your people to react positively to any transition.

**Managing Personal Change** **Video**  
*Crisp Publications, 1994*

Change can be traumatic, but it can also be an opportunity for personal growth. Written for those in the midst of change, this self-paced material takes you step-by-step out of denial and into acceptance. Teaches you how to deal with negativity and provides workable strategies to increase personal power and support.

**Of Benefit to You** **Video**  
*Office of Personnel Management,*

This tape offers information on services from the Federal Government to Federal employees facing workplace transition.

**Outsourcing: Training and Education** **Book**  
*Garry J. Derose, 1999*

This book offers a close look at successful outsourcing and out-tasking, outlining key elements of how companies make the decision to outsource and how they develop workable processes. Both formal and informal research results are woven into the discussion, along with key learnings. Also included are five extended examples that present the practical experiences of companies that currently outsource aspects of their training and education functions.

**Prime Life Guide to Personal Success** **Book**  
*Marion E. Haynes, 1996*

This book is the first step in planning how to make the most of your middle age in the areas of health, finances, career, relationships, learning, recreation, and spirituality.

**Second Careers - New Ways to Work After 50** **Book**  
*Bird,*

This practical guide analyzes the career switches of 6,347 people over 50 in nearly 300 occupations. Hundreds of switchers tell why they moved, what they had to learn, how they got their present jobs, and what's good and bad about them.

**So What If I'm Over 50?** **Book**  
*Bob Weinstein, 1995*

Timely job-finding assistance for millions of America's "50ish" workers. In this irreverent, myth-busting book, career expert Bob Weinstein shows older workers what it takes to find and hold on to the most important thing in most people's lives - gainful employment. From resumes to networking to interviews, this is the book that tells older job seekers how the new job market works.

**So You Are Getting Out** **Video**  
*Department of Labor, 1997*

This set of 5 short videotapes focuses on "finding the right job", with segments covering networking, writing the resume and cover letter, interviewing and other key topics.

**Starting Over: How to Change Careers or Start Your Own Business** **Book**  
*Stephen M. Pollan & Mark Levine, 1997*

Changing careers is frightening. But staying where you are may be even worse. When is the best time to leave? Should you stay in your field or start somewhere else? What about starting your own business? Career guru Stephen Pollan has put together the best battle plan available today for taking the most important step in your life with all the "nuts and bolts" information that will mean the difference between success and failure.

**Survivors: How to Keep Your Best People on Board After Downsizing** **Book**  
*Gayle Caplan & Mary Teese, 1997*

Interviewing dozens of downsizing survivors, ranging broadly in age, rank and tenure and employed by a broad cross-section of organizations, the authors identify three distinct survivor groups and show what companies must do to retain them, reconnect them to the organization, and regain their productivity.

**Transitions - Making Sense of Life's Changes** **Book**  
*William Bridges, 1980*

Bridges provides tools to make successful transitions through opportunity and turmoil and maps out how to successfully recognize and seize the moment.

**Very Quick Job Search, The** **Book**  
*J. Michael Farr, 1996*

This is a thorough book with a simple focus: To help you get a better job and reduce the time it takes to get it.

**Very Quick Job Search, The** **Book, Video**  
*J. Michael Farr, 1996*

This video answers the question, "If you only had 30 minutes to teach someone how to find a job, what would you emphasize?" The techniques it presents are based on the job seeking methods developed by Mike Farr as presented in "The Very Quick Job Search." Using a newsy 20/20 style, a narrator ties interviews with job seekers, employers, and Mike himself into an interesting and informative program.

**Your CSRS Retirement: How to Prepare for It, How to Enjoy It** **Book**  
*Federal Employees News Digest, Inc., 1996*  
A "help" because of both its breadth and depth.

**Your FERS Retirement** **Book**  
*Federal Employees News Digest, 1999*  
A federal guide for how to prepare for it and how to enjoy it.

**Your Outplacement Handbook: Redesigning Your Career** **Book**  
*Fern Lebo, 1997*

This book serves as a wonderful tool for anyone who's looking or thinking of looking for a new career opportunity. It will help you focus on your goals, define your future, write a winning resume and design a whole new career.



# General Information

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## **1001 Ways to Energize Employees**

**Book**

*Bob Nelson, 1997*

This is a practical handbook of ideas for increasing employee involvement and enthusiasm, the key to an organization's success. With examples, suggestions, and quotes from hundreds of America's most energized businesses and leaders, this book will show you how to get not just the most, but the best, from everyone in the organization.

## **1001 Ways to Reward Employees**

**Book**

*Bob Nelson, 1994*

This book is a chock-full guide to rewards of every conceivable type for every conceivable situation. It presents hundreds of ways to say thank you to the people who truly deserve it.

## **A Mother's Place: Choosing Work and Family Without Guilt or Blame**

**Book**

*Susan Chira, 1998*

Susan Chira separates myth from reality, showing how the media, the courts, and politicians have conducted a backlash against working mothers that hurts all women. Here, she reviews the latest scientific research and shows, contrary to popular belief, that children of working mothers turn out just as well as those raised by stay-at-home mothers. But instead of telling mothers where their place should be, Chira wants to reframe this distorted picture and help mothers get where they want to be, whether at home or at work.

## **Breaking Through Bureaucracy**

**Book**

*Michael Barzelay, 1992*

This book attacks the conventional wisdom that bureaucrats are bunglers and the system can't be changed. The author and Babak Armajani trace the source of much poor performance in government to the persistent influence of what they call the bureaucratic paradigm, a theory built on such notions as central control, economy and efficiency, and rigid adherence to rules. Rarely questioned, the bureaucratic paradigm leads competent and faithful public servants, as well as politicians, unwittingly to impair government's ability to serve citizens by weakening, misplacing, and misdirecting accountability.

## **Challenging Child, The**

**Book**

*Stanley I. Greenspan, 1995*

"The Challenging Child" reassures parents that they do not simply have to "live with" their child's temperament but can fit their parenting style to their child's unique personality and help each child build on strengths, master weaknesses and embrace life with confidence and skills.

## **Common Sense Government**

**Book**

*VP Al Gore, 1995*

The federal government is ailing and needs a cure. The cure lies in embracing a principle long known to the American people but little recognized by Washington until now; common sense. In this pathbreaking report, Vice President Al Gore charts a fundamental shift in how government conducts itself. This report understands that a government that recognizes who its real customers are, works with them to understand their needs, and puts them first not last, is a government that deserves to govern.

## **Federal Employee's Guide to EEO, The**

**Book**

*1995*

This guide is designed to help employees in the federal government to understand what discrimination is, who will help you with EEO problems, what programs are available, and how allegations are resolved.

## **Frazzled Working Woman's Practical Guide to Motherhood, The**

**Book**

*Mary Lyon, 1997*

It's Erma Bombeck meets Martha Stewart meets cartoonist Cathy Guisewite. Frazzled is an essential companion for any working woman who thinks she wants a baby, or is currently expecting one. Especially if she could use a good laugh to lighten her load and her workies. If you're already off and running on the "Mommy track," "Frazzled" also offers an innovative update on effective working-mom strategies.

## **Government We Deserve, The**

**Book**

*C. Eugene Steuerle, Gramlich, Heclo and Nightingal, 1998*

This book sets about what the government can and cannot do as we enter the next century. It should help every American citizen better understand the costs and benefits of current policies.

## **Hurried Child, The**

**Book**

*David Elkind, 1998*

In updating this new edition, Dr. Elkind takes a detailed and up-to-the-minute look at the world of today's kids in terms of education, movies, television, Rock & Roll and social trends, to see where the hurrying occurs and why. He offers parents and teachers insight, advice and hope for encouraging healthy development while protecting the joy and freedom of childhood.

**Manager's Book of Quotations, The** **Book**  
*Eigen and Siegal, 1989*

More than 5,000 quotations for use in speeches, reports, letters, training programs, meetings, publications...the largest collection ever assembled for managers.

**Miseducation: Preschoolers at Risk** **Book**  
*David Elkind, 1998*

David Elkind's new book is designed to help parents avoid the miseducation of young children that is on the increase today. The author shows us the very real difference between the mind of a preschool child (how it works) and that of a school-age child. He makes clear how much young children can and do learn when they are presented with developmentally appropriate parenting practices and education. He shows us how a healthy education supports and encourages the spontaneous learning process through which young children explore and understand their immediate world, and how miseducation ignores it, attempting to teach the wrong things at the wrong time. In turn, we see how early miseducation can cause permanent damage to a child's self-esteem, the loss of the positive attitude a child needs for learning, the blocking of natural gifts and potential talents.

**Model Business Plans** **Book**  
*Wilbur Cross & Alice Richey, 1998*

No matter what type of business a reader wants to develop as a new venture, or what aspirations he may have to expand or broaden an existing enterprise, this comprehensive guidebook will substantially improve the chances of success.

**New First Three Years of Life, The** **Book**  
*Burton L. White, 1995*

Based on Burton White's thirty-seven years of observation and research, this detailed guide to the month-by-month mental, physical, social and emotional development of infants and toddlers has supported and guided hundreds of thousands of parents. Now completely revised and updated, it contains the most accurate information and advice available on raising and nurturing the very young child.

**Playground Politics** **Book**  
*Stanley I. Greenspan, 1993*

"Playground Politics" is the first book to look at the neglected middle years of childhood, from kindergarten to junior high, and to help parents understand the enormous emotional challenges these children are facing. In witty, vivid stories, Dr. Greenspan brings to life the major emotional milestones of these years, when children move from the shelter of the family to the harsh rivalries of "playground politics," and toward an independent self-image. His empathy for the turmoil children bring home from school, and for the parents who try to help, is deep and reassuring.

**Survival Tips for Working Moms** **Book**  
*Linda Goodman Pillsbury, 1994*

"Survival Tips for Working Moms" offers hundreds of real solutions that real working moms use everyday. From packing school lunches to supervising homework, from getting the kids to do chores to finding after school care, from getting out the door in the morning to making adult time without the kids, this book offers concrete suggestions for making life easier.

**Working and Caring** **Book**  
*T. Berry Brazelton, 1987*

Three actual families are followed from pregnancy through toddlerhood. The Snows are a young professional couple, she a lawyer and he an accountant, having their first child. The Thompsons are a single (by choice) mother, a sculptor and teacher and her baby girl. The third family, the McNamaras, is a working class couple. Brazelton examines these three families' decisions, dilemmas, such as when to return to work, choosing day care, dealing with special problems such as feeding, nursing, sleeping, toilet training, illness etc. His voice is compassionate as he empathizes with the hard choices these people must make and his advice is practical.

**Your Child's Self-Esteem** **Book**  
*Dorothy Corkille Briggs, 1970*

Self-Image is your child's most important characteristic. How to help create strong feelings of self-worth is the central challenge for every parent and teacher. The formula is spelled out in this book.

**Your Furlough Guide** **Book**  
*Don Mace and Eric Yoder, 1995*

This book outlines the information on federal furloughs, including the key agencies involved, what happens to your pay, within grade increases, thrift savings, annual and sick leave, and much more.

**Your Leave: How to Earn it and How to Use it** **Book**  
*Federal Employee News Digest, Inc., 1997*

This book outlines federal leave, both sick and annual, as well as other types of leave, and describes how to earn it, as well as suggestions on how to use it.

# General Information

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## NIMA Information

### **NIMA Townhall Series**

**Video**

Informational briefings on current topics concerning NIMA employees.

### **Your Civil Service Retirement System (CSRS)**

**Book**

*Government Retirement & Benefits, Inc., 1998*

A summary of benefits questions and answers, Annuity Benefits, CSRS Offset Provisions, Social Security, Thrift Savings Plan and retirement preparation checklist.

## Employee Awareness

### **Intent vs. Impact**

**Video**

This sexual harassment employee training program alerts the viewer to the problem of sexual harassment, and how to combat the problem, defining key terms such as "sexism" and "harassment" as it proceeds.

### **Your Federal Employees Retirement System (FERS)**

**Book**

*Government Retirement N. Benefits, Inc, 1998*

A summary of benefits, detailed information on social security, basic annuity, thrift plan and questions and answers.

### **Workplace Violence: Employee Awareness**

**Video**

Builds employee awareness about the seriousness of workplace conflicts. Conflicts are a natural part of the workplace when handled effectively. When mishandled or overlooked, they can create serious impacts and cause many disruptions in the work environment.

# Reference

## Outsourcing Human Resources Functions

Book

*Mary F. Cook, 1999*

"Outsourcing Human Resources Functions" starts with basic information you need to know, explaining why companies are outsourcing their HR functions, what your alternatives are, and which activities can effectively be outsourced. After getting you up to speed on the background issues, the book takes you step-by-step through the actual outsourcing process.

## Conducting Research Literature Review

Book

*Arlene Fink, 1998*

This book removes the mystery and guess work from doing literature reviews, for both graduate and undergraduate levels.

## Dictionary of Statistics & Methodology

Book

*W. Paul Vogt, 1998*

In this book, statistical and methodological terms are alphabetized, with brief definitions presented.

## Human Resource Development: Research Handbook

Book

*Swanson and Holton III, 1997*

Explains the value, purpose, methods, and processes of HRD research in clear, simple language. The "Human Resource Development Research Handbook" gives practitioners the tools they need to stay on the leading edge of the profession.

## Survey Research Methods

Book

*Floyd Fowler, Jr., 1993*

Emphasizing the importance of minimizing nonsampling errors through superior question design, quality interviewing, and high response rates, this book helps readers understand the relationship of data collection to figures and statistics based on the survey.

## Surviving Your Dissertation: A Comprehensive Guide to Content and Process

Book

*Rudestom and Newton, 1992*

"Surviving Your Dissertation" is an ideal book for individuals on initial training courses, providing an overview of the research process, from the literature review through to writing it up. The all-important steps of defining the problem and choosing an appropriate methodology are clearly written, offering a framework which, if followed, would avoid many of the common difficulties experienced by trainees.

## A Counselor's Guide to Career Assessment Instruments

Book

*Kapes, Mastie, Whitfield, 1994*

A helpful guide to the major assessment tools used to assist individuals in making career decisions.

## Doing Exemplary Research

Book

*Peter Frost, Ralph Stablein, 1992*

This book is an essential resource for advanced undergraduate and graduate students, as well as researchers across the social sciences.

## Max Weber: A Skeleton Key: Master of Social Theory Volume 3

Book

*Randall Collins, 1986*

This new series of short volumes presents prominent social theorists of the nineteenth and twentieth centuries. Current theory in sociology involves analysis of these early thinkers' work, which attests to their enduring significance.

## 1999 Harvard Business School: An Author, Title, and Subject Guide

Book

*Harvard Business School, 1999*

This Guide lists approximately 3,600 publications - recent titles of general interest to the business reader, important business classics, up-to-date handbooks on principal management topics, biographies, company histories, and basic graduate textbooks- that Harvard Business School faculty, researchers, and students consider central to their work.

<b>Culture's Consequences: International Differences in Work- Related Values</b> <i>Geert Hofstede, 1980</i> This book was created to present comparative studies on cross-cultural topics and interdisciplinary research. It is designed to satisfy a growing need to integrate research methods and theory and to dissect issues in comparative analyses across cultures.	Book	<b>Career Development Theories</b> <i>Jane L. Swanson &amp; Nadya A. Fouad, 1999</i> This book was written with the ambitious goal of tying theory and practice together. The authors wanted to augment the theoretical introductions that students receive from their instructors and course texts with a perspective of theory in career counseling.	Book
<b>Sociology of the Global System</b> <i>Leslie Sklair, 1995</i> Sklair updates important research with substantial new material relating to international corporations, global environmentalism, the socialist Third World, effects of the collapse of communism in the Soviet Union and Eastern Europe, changes in China, and the impact of the Green movement globally.	Book	<b>Comprehensive Guide to Successful Conferences and Meetings, The</b> <i>Leonard Nadler and Zeace Nadler, 1987</i> This book includes checklists for clients to use when planning a conference.	Book
<b>Using Learning Contracts</b> <i>Malcolm S. Knowles, 1986</i> The book provides practical approaches to individualizing and structuring learning.	Book	<b>Team and Organization Development Sourcebook</b> <i>Mel Silberman, 1997</i> This book provides team activities that can be used in a variety of settings: Team-building, meetings, retreats, training programs, consultations.	Book
<b>Pentagon and the Cities, The</b> <i>Andrew Kirby, 1992</i> The book deals with important phenomena- the impacts of military spending on local economies.	Book	<b>Twenty Reproducible Assessment Instruments</b> <i>Phillip R. Harris, Ph.D., 1995</i> This book provides information on why and how to use data-gathering instruments.	Workbook
<b>Individual Psychological Assessment</b> <i>Jean Neret, Rob Silzer, 1998</i> This book offers a comprehensive look at the state of individual assessment as it applies to business and organizations.	Book	<b>Handbook of Methods in Cultural Anthropology</b> <i>H. Russell Bernard, editor, 1998</i> This handbook establishes a new benchmark for understanding anthropological field methods of the past 100 years. Avoiding the divisive debates over science and humanism, the authors contributing to this important volume draw upon both traditions to define and describe fieldwork in practice.	Book
<b>Employee Surveys That Make a Difference</b> <i>Joe Jolkman, Ph.D., 1998</i> This book can show you how feedback helps leaders value employees' knowledge and diversity, how surveys can be used to draw comparisons and understand conduct objective analysis, and how they can identify strengths and opportunities for improvement within an organization.	Book	<b>Directory of Executive Recruiters 1999, The</b> <i>Kennedy Information, 1998</i> This book identifies recruiters by job function, industry, geography & individual specialty. It also includes retainer and contingency based firms with company descriptions and salary minimums. This is the only directory updated annually with full contact information including fax numbers, e-mail and web addresses.	Book
<b>National JobBank, The</b> <i>Steven Graber, 1998</i> This newest version of The National JobBank profiles over 21,000 companies, and includes vital information for jobseeking, including e-mail addresses and World Wide Web sites.	Book		

**Evolving Practices in Human Resource Management** **Book**

*Allen I. Kraut & Abraham K. Korman, 1999*

In "Evolving Practices in Human Resource Management," many of today's leading practitioners and researchers explore the new business landscape and its impact on HR. Addressing specific HR functions, the contributors relay best practices and solid advice for meeting the challenges of change and offer an informed look at the profession's future.

**Encyclopedia of Associations** **Book**

*Gale Research Company, 2000*

A guide to more than 22,000 National and International Organizations, including: trade, business, and commercial.

**Guide to National Professional Certification Programs, The** **Guide**

*Phillip A. Barnhart, 1997*

The second edition of "The Guide to National Professional Certification Programs" has been updated to include both new programs and new ways we communicate. Many of the new certifications reflect the increasing number of information systems specialties. Also included in this edition are web-page URL's and e-mail addresses for most program sponsors. All certification descriptions have been updated from the 1994 edition, and reflect new program data, testing, qualification, and recertification information.

**Dictionary of Sociology** **Book**

*N. Abercrombie, S. Hill & B. S. Turner, 1998*

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*FPMI Communications, Inc., 1998*

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*American Society for Training and Development, 1999*

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**Developing and Using Tests Effectively** **Book**

*Lucy Chaser Jacobs & Clinton I. Chase, 1992*

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- 50 Activities for Coaching/Mentoring** **Guide**  
*D. Berry, C. Cadwell & J. Fehrmann, 1993*  
 This volume is designed to develop the skills and characteristics necessary to be effective. Using the coaching model in a positive manner requires providing the would-be coach/mentor with a variety of learning experiences.
- Job Hunter's Sourcebook** **Book**  
*Kathleen E. Maki Potts, Editor, 1999*  
 Provides sources of help-wanted ads, placement and job referral services, employer directories and networking lists, handbooks and manuals, employment agencies and search firms, online job sources and services, and other leads for employment.
- WetFeet.com's Industry Insider Guide** **Book**  
*WetFeet.com, 2000*  
 This book profiles thirty growing industries from the inside out. The profile begins with an overview of the industry followed by a summary of the key pros and cons about the industry. Accompanying each industry profile are two Real People Profiles - actual interviews with real people working in the industry. The book concludes with three resources to help you apply the information in this book to your job search.
- Dictionary of Holland Occupational Codes** **Book**  
*Gary Gottfredson and John L. Holland, 1996*  
 This work serves as a guide to the occupational classification codes of the Holland system, matching occupations with Holland codes.
- Work Training and Assistance Program** **Book**  
*Office of A.S.A. and M., 1997*  
 A Training Resource Guide from the Office of the Assistant Secretary for Administration and Management.
- ZAPP! The Lightning of Empowerment** **Book**  
*William C. Byham, 1988*  
 ZAPP shows you how to encourage responsibility and creativity so that employees feel that they "own" their jobs

# Health / Wellness

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## Angina and Heart Disease

**Video,  
Book**

*E. William Hancock, M.D., 1993*

This video deals with understanding Angina and Heart Disease. Presents keys to successful treatment; Changing your diet; complete guide to common medications; additional treatments; surgery & angioplasty; taking charge of your lifestyle; heart disease emergencies and helping your Doctor help you.

## Arthritis

**Video,  
Book**

*Medical Consultant John A. Mills, M.D., 1993*

This video covers understanding arthritis; keys to successful treatment; complete guide to common medications; coping with juvenile arthritis; coping with chronic arthritis pain; arthritis-proofing your home and workplace; taking charge of your lifestyle and helping your Doctor help you.

## Asthma

**Video,  
Book**

*Medical Consultants Hargreave/Dolovich, M.D., 1993*

Topics include: understanding asthma; your guide to asthma medications; the basic facts on allergies; coping with childhood asthma; taking charge of your lifestyle; asthma emergencies and helping your doctor help you.

## High Blood Pressure

**Video,  
Book**

*Medical Consultant, Norman M. Kaplan, M.D., 1993*

Covered here are blood pressure and your circulatory system; the causes of high blood pressure; consequences of high blood pressure; treating your high blood pressure; blood pressure and medication and special situations.

## Kids Are Worth It!

**Book**

*Barbara Coloroso, 1994*

Barbara Coloroso's powerful message is that good parenting begins with treating kids with respect. It means giving them a sense of power in their own lives, and offering them opportunities to make decisions, take responsibility for their actions, and learn from their own successes and mistakes.

## Migraine and Headache

**Video,  
Book**

*Medical Consultant, Joel R. Saper, M.D., 1993*

Included here: what is Migraine; who suffers from migraine; migraine triggers; diagnosing migraine; controlling your lifestyle to control migraine; migraine medications; migraine in pregnant women; migraine in children; special tips for travelers; helping your Doctor to help you.

## Treatment for Chronic Depression

**Book**

*James P. McCullough, Jr., 2000*

A research based psychotherapeutic approach designed to motivate the chronically depressed to change and help them develop needed problem-solving and relationship skills.

## Truth about Burnout, The

**Book**

*Christina Maslach, Michael P. Leiter, 1997*

Full of important lessons for those who experience burnout and those who are in positions to prevent it from occurring...it's a road map to the design of work-places that will restore the vitality and the promise of fulfilling work.



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.....

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# Case Studies

## Case Studies and Journal Article Reprints

.....

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# Index

# Index

- 10 Vital Rules for Giving Incredible Speeches and Why They're Irrelevant, 1
- 100 Best Jobs for the 1990's and Beyond, The, 1
- 101 Biggest Mistakes Managers Make, 74
- 101 Careers: A Guide to the Fastest-Growing Opportunities, 1
- 101 Dynamite Questions to Ask at your Job Interview, 1
- 101 Secrets of Highly Effective Speakers: Controlling Fear, Commanding Attention, 38
- 110 Best Job Search Sites On the Internet, 1
- 111 Dynamite Ways to Ace Your Job Interview, 1
- 144 Ways to Walk the Talk, 58
- 175 High-Impact Resumes, 1
- 1999 Annual; Vol. 1, Training, The, 150
- 1999 Career Guide on Management Consulting, 1
- 1999 Federal Personnel Guide, 165
- 1999 Harvard Business School: An Author, Title, and Subject Guide, 163
- 20 Exercises Facilitating Work Teams, 141
- 200 Letters for Job Hunters, 1
- 21 Ways to Defuse Anger and Calm People Down, 74
- 25 Role Plays for Interview Training, 1
- 50 Activities for Coaching/Mentoring, 166
- 50 Activities for Managing Stress, 2
- 500 Tips for Trainers, 150
- 7 Skills for Emerging Leaders, 58
- 8 Practices of Exceptional Companies - How Great Organizations Make the Most of Their Human Assets., 58
- 88 Mistakes Interviewers Make: How to Avoid Them, 2
- 9 Deadliest Sins of Communication, The, 38
- 90 Minute Interview Prep Book, The, 2
- 96 Great Interview Questions to Ask Before You Hire, 2
- A
- A Counselor's Guide to Career Assessment Instruments, 163
- A Fifth Discipline Resource: The Dance of Change, 32
- A Force for Change - How Leadership Differs From Management, 58
- A Great Place to Work, 58
- A Guide to Long-Range Planning - - Creating Your Strategic Journey, 139
- A Guide to Strategic Thinking - - Building Your Planning Foundation, 139
- A Guide to Tactical Planning - - Producing Your Short-Term Results, 139
- A Higher Standard of Leadership, 58
- A Kick in the Seat of the Pants, 2
- A Little History Worth Knowing, 52
- A Little Knowledge is a Dangerous Thing, 74
- A Passion for Customers, 45
- A Peacock in the Land of Penguins: A Tale of Diversity and Discovery, 52
- A Picture's Worth 1,000 Words, 150
- A Simpler Way, 58
- A Young Person's Guide to Getting and Keeping a Good Job, 2
- ABC's of Empowered Teams: Building Blocks for Success, 141
- Abilene Paradox, 38
- Absolutes of Leadership, The, 58
- Accelerating Organization Embracing the Human Face of Change, The, 32
- Achieving Credibility: The Key to Effective Leadership, 58
- Ackoff's Best: His Classic Writings on Management, 74
- Action Learning, 95
- Activities for Teams, 141
- Activities for Trainers - 50 Useful Designs, 150
- Activity Accounting, 74
- Activity Accounting: An Activity-Based Costing Approach, 74
- Adapting to Change: Making It Work for You, 32
- Addictive Organization, The, 59
- Addressing and Resolving Poor Performance, 117
- Adult Learner, 2
- Adult Years: Mastering the Art of Self Renewal, The, 2
- Advancing Women in Business, 74
- Adversity Quotient, 74
- Age of Paradox, 59
- Age of Paradox, The, 59
- Air Force Process Improvement Guide, 120
- Alchemy of a Leader, 59
- All Change Part 1: Change for the Better, 32
- American Culture: Myth and Reality of a Culture of Diversity, 52
- American Sign Language Concise Dictionary, 50
- American Sign Language the Easy Way, 50
- Americans With Disabilities Act Handbook, 52
- Americans With Disabilities Act: A Technical Assistance Manual On the Employment Provisions, 52
- America's 50 Fastest Growing Jobs, 2
- America's Federal Jobs, 2
- America's Top Office, Management & Sales Jobs, 2nd Ed, 3
- America's Top 300 Jobs, 3
- America's Top Jobs for College Graduates, 3
- America's Top Jobs on CD-ROM, 3
- America's Top Medical & Human Services Jobs, 3
- America's Top Military Careers, 3
- America's Top Technical & Trade Jobs, 3
- An Expanded Sourcebook: Qualitative Data Analysis, 120
- An Introduction to American Deaf Culture, 50
- Angina and Heart Disease, 168
- Applications and Resumes, 3
- Applied Strategic Planning: A Comprehensive Guide, 139
- Applying for Federal Jobs, 3
- Art & Craft of Case Writing, The, 4
- Art of Coming Home, The, 156
- Art of Framing, 59
- Art of Interviewing, The, 4
- Art of Partnering, The, 74
- Art of the Long View, The, 59
- Art of War for Executives, The, 59
- Arthritis, 168
- ARTS of Criticism... Giving and Taking, The, 38
- ASTD 1999 Buyer's Guide, 165
- ASTD Buyer's Guide & Consultant Directory, 150
- ASTD Technical and Skills Training Handbook, The, 150
- ASTD Trainer's Sourcebook on Coaching, The, 150
- ASTD Trainer's Sourcebook on Creativity and Innovation, The, 150

# Index

## Index

.....

ASTD Trainer's Sourcebook on Leadership, The, 150  
 ASTD Trainer's Sourcebook on Strategic Planning, The, 150  
 ASTD Trainer's Sourcebook on Teambuilding, The, 151  
 ASTD Trainer's Sourcebook: Diversity, The, 151  
 ASTD Trainer's Sourcebook: Facilitation Skills, The, 151  
 ASTD Training Data Book, The, 151  
 Asthma, 168  
 Audio Seminar for Secretaries and Administrative Assistants, 4

## B

Back to School: A College Guide for Adults, 4  
 Balanced Scorecard, 59  
 Balanced Scorecard: Translating Strategy Into Action, The, 59  
 Balancing Home and Career: A Fifty-Minute Program, 4  
 Bartlett's Familiar Quotations, 166  
 Bartlett's Roget's Thesaurus, 166  
 Basic Statistics, 120  
 Basic Telephone Skills, 38  
 Bear's Guide to Earning Degrees Nontraditionally, 166  
 Beginning DOS for Non-Technical Business Users, 148  
 Benchmarking, 120  
 Benchmarking Basics: Looking for a Better Way, 120  
 Best Jobs for the 1990's and into the 21st Century, 4  
 Best Jobs for the 21st Century, The, 4  
 Best Kept Secrets in Government - A Report to President Bill Clinton, The, 120  
 Best of Case Studies in Technical Training, The, 151  
 Best of Retirement Planning, The, 126  
 Best Practices in Customer Service, 45  
 Best Practices in Leadership Development Handbook, 59  
 Beyond Business Process Reengineering, 117  
 Beyond Counterfeit Leadership, 59  
 Beyond Customer Service, 45  
 Beyond Plan B, 4  
 Beyond Race and Gender, 52  
 Beyond Secretary, 4  
 Beyond Spin, 139  
 Beyond the Myths and Magic of Mentoring, 45

Beyond Training and Development, 117  
 Big Book of Minority Opportunities, The, 52  
 Big Book of Opportunities for Women, 52  
 Biology of Business: Decoding the Natural Laws of Enterprise, The, 75  
 Biotech Century, The, 147  
 Birth of the Chaordic Age, 75  
 Blackwell Cases in Human Resource and Change Management, 32  
 Blackwell Encyclopedic Dictionary of Strategic Management, 139  
 Blown to Bits, 147  
 Blue Collar & Beyond: Resumes for Skilled Trades and Services, 4  
 Blue Collar Resumes, 5  
 Blur: The Speed of Change, 32  
 Book of Five Rings for Executives, The, 75  
 Book of Leadership Wisdom, The, 59  
 Book of U.S. Government Jobs, The, 5  
 Breaking the Rules, 117  
 Breaking Through: The Making of Minority Executives in Corporate America, 52  
 Break-Through Learning Series, 38  
 Breakthrough Series, The, 5  
 Breakthrough Thinking, 5  
 Bridging Differences, 38  
 Bridging the Leadership Gap, 60  
 Build Your Own Rainbow, 5  
 Building a Career Development Program, 5  
 Building a Great Resume, 5  
 Building a House for Diversity, 53  
 Building High Performance Teams With Dr., 141  
 Building Leaders, 60  
 Building Successful Teams, 141  
 Building Sustainable Societies: A Blueprint for a Post-Industrial World, 147  
 Building the Flexible Firm, 139  
 Building the Perfect Team, 141  
 Building Your Career, 5  
 Built to Last, 60  
 Business and Industry Assessments from the Workforce Development Group, 75  
 Business Driven Human Resource Management, 75  
 Business Ethics, 60  
 Business Etiquette and Professionalism: Your Guide to Career Success, 5  
 Business Letters for Busy People, 5

Business Week Guide to Multimedia Presentations, 38  
 Business Writing Skills (Vol., 38

## C

Career Anchors: Discovering Your Real Values, 6  
 Career Book, 6  
 Career Bounce-Back! The Professionals in Transition Guide to Recovery & Reemployment, 156  
 Career Change: Everything You Need to Know to Meet New Challenges and Take Control of Your Career, 6  
 Career Chase: Taking Creative Control in a Chaotic Age, The, 6  
 Career Compass, 6  
 Career Connection for Technical Education, The, 6  
 Career Connection for College Education, 6  
**Career Development, 1**  
 Career Development in Organizations, 6  
 Career Development Theories, 164  
 Career Discovery Program, 6  
 Career Guide to America's Top Industries, 7  
 Career Intelligence: The 12 New Rules for Work and Life Success, 7  
 Career is Dead - Long Live the Career, The, 7  
 Career Mastery, 7  
 Career Planning At Work, 7  
 Career Satisfaction and Success, 7  
 Career Success/Personal Stress, 7  
 Career Survival, 7  
 Career Theory and Practice: Learning Through Case Studies, 139  
 Career Track Collection, The, 7  
 Career Transition in Turbulent Times, 156  
 Career Transition: A Guide For Federal Employees in a Time of Turmoil, 156  
 Careers in Finance, 7  
 Careers in Management Consulting, 8  
 Careers in Marketing, 8  
 Careers in the NonProfit Sector, 8  
 Case of the Missing Person, The, 75  
 Case Studies and Journal Reprints, 169  
 Catalytic Leadership, 60  
 Caught in the Middle, 60  
 Cause and Effect Diagram: Understanding the "Why's", The, 121

# Index

## Index

- .....
- CEDAC: A Tool for Continuous Systematic Improvement, 121
- Chalice and the Blade: Our History, Our Future, The, 53
- Challenger Guide, The, 8
- Challenging Workplace, The, 8
- Champions of Change, 32
- Change Agent, The, 32
- Change Agents, 32
- Change Handbook, The, 33
- Change in the Workplace (Life After Down-sizing), 33
- Change Leader: Using a Gestalt Approach With Work Groups, The, 60
- Change Management, 32**
- Change Management Handbook: A Road Map to Corporate Transformation, The, 33
- Change Masters, The, 33
- Change Navigator, The, 33
- Change Style Indicator, 33
- Change the World, 33
- Change Your Job, Change Your Life, 8
- Changing Workplace, The, 33
- Changing by Design, 33
- Changing Nature of Performance, The, 117
- Channel Champions: How Leading Companies Build New Strategies to Derve Customers, 75
- Character of Leadership: Political Realism and Public Virtue in Nonprofit Organizations, The, 60
- Charisma and Leadership, 60
- Charisma Factor, The, 60
- Charismatic Leader, The, 61
- Charismatic Leadership, 61
- Charismatic Leadership in Organizations, 61
- China's Futures, 75
- Cliff Walk: A Memoir of a Lost Job and a Found Life, The, 8
- Climb a Fallen Ladder: How to Survive (&Thrive!), 156
- Clock Speed: Winning Industry Control in the Age of Temporary Advantage, 75
- Closing the Quality Gap, 121
- Coach Talk, 75
- Coach to Coach - Business Lessons From the Locker Room, 61
- Coaching and Counseling, 75
- Coaching for Commitment: Managerial Strategies for Obtaining Superior Performance, 76
- Coaching for Development, 76
- Coaching for Success, 61
- Coaching for Top Performance, 76
- Coaching From the Heart, 61
- Coaching Skills for Managers and Supervisors, 76
- Coaching, Counseling and Mentoring, 76
- Co-Active Coaching, 8
- Co-Leaders: The Power of Great Partnerships, 61
- Collaborating : Finding Common Ground for Multiparty Problems, 76
- Collaborating for Success, 61
- Collaboration Challenge, The, 76
- Color Blind Career, The, 53
- Comfort Zones, 126
- Comfort Zones - Planning Your Future, 126
- Commit to Quality, 121
- Common Knowledge, 76
- Communication, 38**
- Communication for Results, 38
- Communication: The Nonverbal Agenda, 39
- Communications/Listening, 39
- Competence At Work, 76
- Competing for the Future, 76
- Competing for The Future, 33
- Competing On the Edge, 76
- Competitive Advantage Through People - Unleashing the Power of the Work Force, 117
- Competitive Intelligence, 8
- Complete Guide for Occupational Exploration (CGOE), The, 8
- Complete Guide to International Jobs & Careers, The, 9
- Complete Guide to Public Employment, The, 9
- Complete Idiot's Guide to Changing Careers, The, 156
- Complete Idiot's Guide to Getting the Job You Want, The, 9
- Complete Idiot's Guide to Making Money After You Retire, The, 126
- Complete Job Search Handbook, The, 9
- Complete Reference Checking Handbook, The, 9
- Comprehensive Guide to Successful Conferences and Meetings, The, 164
- Computer Security - Make the Commitment, 148
- Computerization and Controversy, 147
- Conducting Research Literature Review, 163
- Conducting Training Workshops, 151
- Conflict Resolution, 76
- Conflict: Managing Under Pressure, 77
- Conquering Team Conflict, 141
- Constructive Communication: How to Give it and How to Take it, 39
- Continuous Process Improvement, 121
- Continuously Improving Self: A Personal Guide to TQM, The, 121
- Control Your Own Destiny or Someone Else Will, 61
- Controlling Interruptions, 39
- Cool Careers For Dummies, 9
- Coping With Change in the Workplace, 34
- Coping With Difficult People, 9
- Coping With Workplace Change, 34
- Corporate Aikido, 77
- Corporate Culture Survival Guide, The, 77
- Corporate Cultures, 77
- Corporate Global Citizenship, 61
- Corporate Performance & Employee Commitment, 141
- Corporate Quality Universities - Lessons in Building a World-Class Work Force, 121
- Counseling Adults in Transition, 156
- Counseling for Career Development, 9
- Cover Letters for Dummies, 9
- Creating a Women's Network, 9
- Creating Paths of Change, 34
- Creating Strategic Change, 34
- Creating Strategic Change - Designing the Flexible High Performing Organization, 121
- Creating the Work You Love, 9
- Creating You and Co., 10
- Creating Your Future: A Guide to Personal Goal Setting, 10
- Creating Your Skills Portfolio: A Fifty Minute Book, 10
- Creative Career Development, 10
- Creativity and Innovation for Managers, 77
- Creativity in Management, 77
- Credibility, 61
- Crested Kimono, 53
- Crisis in Middle Management, The, 77
- Culture & Career Transitions, 10
- Culture and Negotiation, 53
- Culture Diversity in Organizations, 53
- Culture's Consequences: International Differences in Work- Related Values, 164
- Customer Satisfaction, 45
- Customer Satisfaction: The Other Half of Your Job, 45
- Customer Service, 45**
- Customer Service Excellence, 45
- Customers As Partners: Building Relationships That Last, 46
- Cycle Time Management, 77

# Index

## Index

### D

Dance of Change, The, 34  
 Danger in the Comfort Zone: From Boardroom to Mailroom - How to Break the Entitlement Habit, 62  
 Dare to Change Your Job & Your Life, 10  
 Dare to Dream, 10  
 Days of Change, 34  
**Deaf Community, 50**  
 Dealing With Conflict and Confrontation (Vol., 39  
 Dealing With Conflict and Confrontation (Vol. 2), 39  
 Dealing with Difficult Participants, 39  
 Dealing With Discrimination, 77  
 Dealing With Misconduct, 77  
 Dealing With Organizational Change, 34  
 Death of Distance - How the Communications Revolution Will Change Our Lives, The, 39  
 Deep Change, 34  
 Defining Moments, 77  
 Delegating, 77  
 Delegation - The Power of Letting Go, 78  
 Delivering on the Promise: How to Attract, Manage, and Retain Human Capital, 62  
 Delivering Successful Presentations, 39  
 Deming Route to Quality and Productivity, The, 121  
 Design of Cost Management Systems, The, 62  
 Designing Career Development Systems, 10  
 Designing Careers, 10  
 Designing Creative Resumes, 10  
 Designing Quality Databases With IDEFIX Information Models, 147  
 Determining Caller Needs, 46  
 Developing A Breakthrough Mindset, volume 7, 151  
 Developing and Managing Organizational Learning: A Guide to Effective Training Project Management, 151  
 Developing and Using Tests Effectively, 166  
 Developing Competency to Manage Diversity, 53  
 Developing Critical Thinkers, 62  
 Developing Instructional Design: A Step-by-Step Guide to Success, 151  
 Developing Job Leads, 156

Developing Leaders: Research and Applications in Psychological Type and Leadership Development, 62  
 Developing People, 78  
 Dictionary of Holland Occupational Codes, 167  
 Dictionary of Occupational Titles (DOT), 10  
 Dictionary of Sociology, 165  
 Dictionary of Statistics & Methodology, 163  
 Dig Your Well Before You're Thirsty, 10  
 Dinosaur Strain, The, 78  
 Directory for Building Competencies, The, 117  
 Directory of Executive Recruiters 1999, The, 165  
 Directory of Federal Jobs and Employers, The, 11  
 Disconnected, 34  
 Discontinuous Change - Leading Organizational Transformation, 34  
 Distance Education Strategies and Tools, 151  
 Diverse Teams At Work, 53  
**Diversity, 52**  
 Diversity Activities and Training Designs, 53  
 Diversity in Work Teams, 54  
 Do Lunch or Be Lunch, 62  
 Do We Have a Deal?, 39  
 Do What You Are: Discover the Perfect Career for You Through the Secrets of Personality Type, 11  
 Doing Exemplary Research, 163  
 Doing Internet Research: Critical Issues and Methods for Examining the Net, 146  
 Doing Qualitative Research, 117  
 Don't Jump to Solutions, 78  
 Don't Stop The Career Clock, 11  
 Don't Stop with the Want Ads: Conducting a Successful Job Search, 11  
 Dream Makers, 62  
 Dream Society, The, 11  
 Dressing for Success in Job Interviews and On the Job, 11  
 Drucker Foundation Leader to Leader, The, 62  
 Dynamic Firm, The, 139

### E

Educational Technology Handbook: A Comprehensive Guide, The, 152  
 Effective Coaching, 62

Effective Facilitation Tools, 152  
 Effective Meeting Skills, 78  
 Effective Networking, 11  
 Effective Presentation Skills, 152  
 Effective Presentation Skills (Administrator's Guide), 152  
 Effective Teamwork, 141  
 Effective Videoconferencing, 40  
 Electronic Resume Revolution, 148  
 Electronic University: A Guide to Distance Learning Programs, The, 152  
 Elements of Style, The, 40  
 Employee Awareness, 162  
 Employee Awareness: Sexual Harassment, 78  
 Employee Handbook for Organizational Change, The, 34  
 Employee Handbook of New Work Habits for a Radically Changing World, The, 11  
 Employee Involvement and Quality Management in the Federal Government, 118  
 Employee Surveys That Make a Difference, 164  
 Empowered Manager, The, 78  
 Empowering Others, 78  
 Empowering Yourself, 11  
 Empowerment Takes More than a Minute, 63  
 Empowerment Takes More Than a Minute, 63  
 Encyclopedia of Associations, 165  
 Encyclopedia of Team-Building Activities, The, 142  
 Energizers, 152  
 Engineering Tomorrow, 146  
 Ernst & Young's Retirement Planning Guide, 126  
 Ethics of Excellence, The, 63  
 Evaluating Employee Training Programs, 152  
 Evaluating Research Articles, 152  
 Evaluating Training Programs: The Four Levels, 152  
 Evaluation - A Systematic Approach, 121  
 Evelyn Wood Dynamic Learning, 12  
 Evelyn Wood Reading Dynamics, 12  
 Everyone's a Coach: You Can Inspire Anyone to Be a Winner, 63  
 Everything You Always Wanted to Know About Supervision, 78  
 Evolving Practices in Human Resource Management, 165  
 Excellence in Government, 121  
 Excellence in Outplacement Practice, 157

# Index

## Index

.....

Excellence in Practice, 63  
Excellence in the Public Sector, 46  
Exceptional Customer Service, 46  
Executive Coaching with Backbone  
and Heart, 12  
Executive EQ, 78  
Executive Guide to Strategic Planning,  
The, 63  
Executive Resume Book, The, 12  
Executive Teams, 63  
Executive's Portfolio of Model  
Speeches for all Occasions, 40  
Exemplary Public Administrators, 78  
Exploring Career Options with the  
Strong Interest Inventory, 12  
Exploring Careers: A Young Person's  
Guide to Over 300 Jobs, 12

## F

Face to Face: A Guide for Government  
Supervisors Who Counsel Problem  
Employees, 78  
Faster Company: Building the World's  
Nuttiest Turn-on-a-Dime Home-  
Grown Billion-Dollar Business, 122  
Federal Jobs: The Ultimate Guide, 12  
Federal Manager's Guide to Discipline,  
The, 79  
Federal Manager's Guide to Improving  
Employee Performance, The, 118  
Federal Manager's Guide to Preventing  
Sexual Harassment, The, 79  
Feedback Solutions - Giving Feedback  
- Basic Skills, 40  
Feedback Solutions - Giving Feedback  
- Advanced Skills, 40  
Find a Federal Job Fast, 12  
Fire Power, 12  
Firing Up Commitment During  
Organizational Change, 35  
First Break All The Rules, 79  
First Five Minutes, The, 12  
First Impressions: The Key to  
Successful Interviews, 13  
First-Time Manager, 79  
Five Forbidden Phrases Updated - and  
Five Forbidden Phrases Face-to-  
Face, 46  
Five Temptations of a CEO, The, 63  
Flip Chart Power, 40  
Flip Charts - How to Draw Them and  
How to Use Them, 40  
Focused Listening Skills, 40  
Forty Years, 20 Million Ideas, 79  
Free Money for College: A Guide to  
More than 1000 Grants and

Scholarships for Undergraduate  
Study, 13  
Free, Perfect, and Now, 79  
Freeing the Corporate Mind, 63  
From "NO" to "YES", 40  
From Curt to Courteous - A "Business  
Friendly" Program, 46  
From Downsizing to Recovery, 157  
From Red Tape to Results, 79  
From Sage to Artisan: The Nine Roles  
of the Value-Driven Leader, 64  
From Work to Retirement: Making a  
Successful Transition, 126  
Frontiers of Management, 79  
Fundamental Issues in Strategy, 64  
Fusion Leadership, 64  
Future and Its Enemies, The, 64  
Future Wealth, 35

## G

Gallery of Best Resumes, 13  
Games Trainers Play, 153  
Gender in the Workplace, 54  
General Colin Powell Salutes DMA,  
122  
**General Information, 159**  
Get Hired! Winning Strategies to Ace  
the Interview, 13  
Get More Money On Your Next Job:  
25 Proven Strategies for Getting  
More Money and Better Benefits, 13  
Getting a Good Job & Getting Ahead,  
13  
Getting Creative With Newsletters in  
WordPerfect, 148  
Getting Hired: A Guide for Managers  
& Professionals, 13  
Getting into Your Customer's Head, 46  
Getting On the Information  
Superhighway Book, 149  
Getting Results Through Learning, 79  
Getting Things Done When You Are  
Not in Charge, 79  
Getting to Yes, 40  
Getting to YES: How to Negotiate  
Agreement without Giving In, 40  
Giving and Receiving Feedback, 41  
Global Solutions for Teams: Moving  
From Collision to Collaboration, 142  
Global Trends 2005, 79  
Goals, 13  
Goals and Goal Setting, 79  
Going to Plan B: How You Can Cope,  
Regroup, & Start Your Life On a  
New Path, 35  
Good News About Careers, The, 13  
Grammar and Usage Seminar, The, 41

Grammar for Business Professionals,  
41  
Great Session Openers, Closers, and  
Energizers, 153  
Gregg Reference Manual - 8th Edition,  
41  
Group Development, 142  
Group Dynamics, 142  
Groupthink, 142  
Growing Up Digital, 149  
Growth Warriors, The, 146  
Guide for Analyzing & Solving  
Performance Problems in  
Organizations, 118  
Guide to Internet Job Searching, The,  
13  
Guide to National Professional  
Certification Programs, The, 165  
Guidebook for Performance  
Improvement, The, 118  
Guiding Employees Through Change,  
35  
Guru Guide, The, 80

## H

Habits of the Heart - Individualism and  
Commitment in American Life, 64  
Haldane's Best Answers to Tough  
Interview Questions, 157  
Hand Signs for Technical Terms Used  
in Thematic and Topographic  
Mapping, 50  
Handbook of Coaching, The, 80  
Handbook of Human Resource  
Management in Government, 80  
Handbook of Methods in Cultural  
Anthropology, 164  
Handbook of Training Evaluation and  
Measurement Methods, 153  
Handling Diversity in the Workplace,  
54  
Hard Wired Leadership, 64  
Harvard Business Guide to Careers in  
the Nonprofit Sector, The, 14  
Harvard Business Review, 80  
Harvard Business Review on  
Breakthrough Thinking, 80  
Harvard Business Review on Business  
and the Environment, 14  
Harvard Business Review on Change,  
35  
Harvard Business Review on Corporate  
Governance, 80  
Harvard Business Review on Crisis  
Management, 80  
Harvard Business Review on Effective  
Communications, 41



# Index

## Index

.....

Harvard Business Review on  
  Entrepreneurship, 80  
Harvard Business Review on  
  Knowledge Management, 81  
Harvard Business Review on  
  Leadership, 64  
Harvard Business Review on Managing  
  People, 81  
Harvard Business Review on Managing  
  the Value Chain, 14  
Harvard Business Review on  
  Negotiation and Conflict Resolution,  
  14  
Harvard Business Review on  
  Nonprofits, 14  
Harvard Business Review on Strategies  
  for Growth, 81  
Health and Wellness, 168  
Heart and Soul - - Internet Job Search,  
  146  
Help! My Job Interview is Tomorrow,  
  14  
Helping Hand: Coaching Skills, The,  
  81  
HeroZ: Empower Yourself, Your Co-  
  Workers, Your Company, 14  
High Velocity Culture Change, 35  
High Blood Pressure, 168  
High Flyers: Developing the Next  
  Generation, 64  
High Performance "Teamwork", 142  
High Tech - High Touch, 147  
Higher Education MoneyBook for  
  Women and Minorities, The, 54  
High-Impact Business Writing, 41  
High-Impact Presentation and Training  
  Skills, 41  
Highlights - A Systematic Approach to  
  the Evaluation of Training and  
  Development Programs, 153  
Hook Up, Get Hired, 14  
How Am I Doing?, 81  
How to Avoid Emotional Leakage, 81  
How to Be a More Effective Group  
  Communicator, 41  
How to Be Taken Seriously, the Art of  
  Balancing Credibility and Visibility,  
  14  
How to Become a CEO: The Rules for  
  Rising to the Top of Any  
  Organization, 64  
How to Build An Effective Team, 142  
How to Deal With Difficult People, 41  
How to Deal With the Foreign Accent,  
  41  
How to Delegate Work and Ensure It's  
  Done Right, 81  
How to Enjoy Your Retirement, 126  
How to Get a Job Now, 15

How to Get Results With People, 81  
How to Handle theirate Caller, 46  
How to Have a Winning Job Interview,  
  15  
How to Influence Motivation, 81  
How to Lead a Team, 142  
How to Lead Effectively, 81  
How to Make Meetings Work, 81  
How to Manage Anger and Handle  
  Conflict, 42  
How to Manage Multiple Projects,  
  Meet Deadlines & Achieve  
  Objectives, 82  
How to Measure Human Resources  
  Management, 82  
How to Organize Your Life and Get  
  Rid of Clutter, 15  
How to Plan for a Secure Retirement,  
  126  
How to Run Seminars and Workshops,  
  153  
How to Set and Achieve Goals, 15  
How to Set and Achieve Goals (Vol.  
  1), 15  
How to Set and Achieve Goals (Vol.  
  2), 15  
How to Solve Problems, 82  
How to Stop Telephone Tennis, 47  
How to Succeed without a Career Path,  
  15  
How to Supervise People: Techniques  
  for Getting Results Through Others,  
  82  
How to Treat Every Caller as a  
  Welcome Guest, 47  
How to Turn an Interview into a Job,  
  15  
How to Understand, Access, and Use  
  the Internet, 149  
How to Write and Conduct Effective  
  Performance Appraisals (Vol., 82  
How to Write and Conduct Effective  
  Performance Appraisals (Vol. 2), 82  
How to Write and Conduct Effective  
  Performance Appraisals (Vol. 3), 82  
How to Write Training Materials, 153  
How Winners Do It: High Impact Skills  
  for Your Success, 15  
HP Way: How Bill Hewlett and I Built  
  Our Company, The, 82  
Human Capital, 82  
Human Diversity: Perspectives on  
  People Context, 54  
Human Equation, The, 82  
Human Resource Development:  
  Research Handbook, 163  
Human Resource Strategies, 82  
Human Side of Managing  
  Technological Innovation, The, 83

## I

I See What You Mean! Empowering  
  Through Visual Language, 42  
Idea Book, The, 122  
If It Ain't Broke Break It!, 83  
If It's Broken, You Can Fix It, 83  
If Only We Knew What We Know, 83  
If You're Clueless About Getting a  
  Great Job and Want to Know More,  
  15  
I'm Glad You Noticed! Positive  
  Reinforcement, 83  
Implementing Self-Directed Work  
  Teams (Vol., 142  
Importance of Mistakes, The, 42  
Impossible Jobs in Public Management,  
  15  
Improved Career Decision Making in a  
  Changing World, 16  
Improvement Process, The, 122  
Improving College Teaching, 166  
Improving Leadership Effectiveness,  
  64  
Improving On-the-Job Training, 153  
Improving Organizational  
  Effectiveness, 65  
Improving Public Sector Productivity,  
  122  
In Search of Excellence, 83  
In the Absence of the Sacred, 149  
Increase Your CSRS Retirement  
  Income, 126  
Incredibly American, 54  
Individual Psychological Assessment,  
  164  
Individualized Corporation, the, 140  
Individualized Corporation, The, 139  
Influencing Others, 16  
Information Interviewing: How to Tap  
  Your Hidden Job Market, 16  
Information Superhighway, 146  
Innovator's Dilemma, The, 65  
Inside Teams: How 20 World-Class  
  Organizations Are Winning Through  
  Teamwork, 142  
Integrative Life Planning, 16  
Intent vs. Impact, 153  
Internet Complete Reference, 148  
Internet Resumes, 16  
Interpersonal Communication Skills, 42  
Interpretation of Cultures, The, 54  
Interpreting Communication Research,  
  42  
Interpreting: An Introduction, 50  
Interpreting: The Art of Cross Cultural  
  Mediation, 50  
Interview For Success, 16

# Index

## Index

Interview Power, 16  
Interview Rehearsal Book, The, 16  
Interview Rehearsal: 7 Steps to Job-Winning Interviews Using Acting Skills You Never Knew You Had, 16  
Interviewing for Social Scientists, 17  
Interviewing Skills for Professionals, 17  
Interviewing Techniques For the Interviewer, 17  
Interviewing With Confidence, 17  
Interviewing: Getting Beyond Image, 17  
Introduction to Action Research, 35  
Introduction to Microcomputers, 149  
Introduction to Supervision, 83  
Investment in Excellence, 122  
It Starts At the Top (Tel-Doc Live!), 47

## J

Job Hotlines USA, 17  
Job Hunter's Sourcebook, 166  
Job Hunting For Dummies, 17  
Job Interviews For Dummies, 17  
Job Search Series, 17  
Job Search That Works, 17  
Job search.net, 18  
Job Search: The Inside Track, Version 2.0, 18  
Job Search: The Total System, 18  
Job Searching Online For Dummies, 18  
Job Seekers Guide to Executive Recruiters, 18  
Job Shift, 18  
Job Smart: What You Need to Know to Get the Job You Want, 18  
Job-Hunting for Dummies, 18  
Job-Hunting Made Easy, 18  
Job-Hunting On the Internet, 18  
Job-Hunting Tips for the So-Called Handicapped or People Who Have Disabilities, 19  
Jobs Worldwide, 19  
Job-Search Strategies, 19  
John P., 65  
Joy of Not Working, The, 19  
Joy of Signing, The, 50

## K

Keeping Talented Employees, 83  
Keeping Teams Together, 142  
Kids Are Worth It!, 168  
Knowing-Doing Gap, The, 19

Knowledge Management Handbook, The, 83  
Knowledge Management Tools, 84

## L

Last Minute Retirement Planning, 126  
Leader of the Future, 65  
Leader to Leader (Journal), 65  
Leader to Leader., 65  
Leader's Change Handbook, The, 35  
Leader's Handbook, The, 65  
Leader's Shadow, The, 65  
Leaders Who Make a Difference, 84  
Leaders, Fools, and Impostors, 65  
**Leadership, 58**  
Leadership A to Z: A Guide for the Appropriately Ambitious, 66  
Leadership and the New Science, 66  
Leadership and the New Science (Learning About Organizations From an Orderly Universe), 66  
Leadership and the One Minute Manager, 66  
Leadership As an Art, 66  
Leadership by Design, 66  
Leadership by Encouragement, 66  
Leadership Challenge Planner, The, 66  
Leadership Challenge, The, 66  
Leadership Development, 66  
Leadership Engine, The, 67  
Leadership Engine: How Winning Companies Build Leaders at Every Level, The, 67  
Leadership Factor, 67  
Leadership for Global Citizenship, 67  
Leadership Games, 67  
Leadership Moment, The, 67  
Leadership Odyssey: A Self-Development Guide to New Skills for New Times, The, 67  
Leadership Practices Inventory, 67  
Leadership Secrets of Attila the Hun, 67  
Leadership Skills for Managers, 68  
Leadership Skills for Women, 68  
Leadership Training for Supervisors, 68  
Leadership Without Easy Answers, 68  
Leading at the Edge of Chaos, 68  
Leading Beyond the Walls, 19  
Leading Change, 35  
Leading Minds, 68  
Leading Organizational Change, 35  
Leading Self-Directed Work Teams: A Guide to Developing New Team Leadership Skills, 143

Leading Teams: "Mastering the Role", 143  
Leading with Knowledge, 68  
Leading With Soul, 68  
Leading Without Power: Finding Hope in Serving Community, 68  
Learning Alliance: Systems Thinking in Human Resource Development, 153  
Learning American Sign Language, 50  
Learning As a Way of Being, 19  
Learning to Lead, 68  
Learning to Lead: On Becoming a Leader, 69  
Learning to Learn Across the Life Span, 19  
Learning to Think Like a Manager, 84  
Lessons in Leadership, 69  
Lessons Learned From High Performing Organizations in the Federal Government, 122  
Liberation Management, 84  
Liberation Management With Tom Peters, 84  
Life Launch, 19  
Life Roles, Values and Careers, 19  
Life Types, 19  
LifeTime Encyclopedia of Letters, 42  
Lily Tomlin: Customer Service Training Series, 47  
Linking HRD Programs with Organizational Strategy, 153  
Listen Up Learning Activities, 154  
Losing Your Job - Finding Your Way, 20  
Losing Your Job - Reclaiming Your Soul, 20  
Love and Profit: "The Art of Caring Leadership", 84  
Love Your Work and Success Will Follow, 20  
Love'Em or Lose'Em, 20

## M

Machiavelli on Modern Leadership, 69  
Making Change Irresistible, 36  
Making Change Work, 157  
Making Change Work for You, 36  
Making Teams Work: A Guide to Creating & Managing Teams, 143  
Making Teamwork Work, 143  
Making Things Happen Getting Things Done: The Leader's Handbook, 69  
**Management, 74**  
Management Challenges for the 21st Century, 84

# Index

## Index

Management Masterclass: A Practical Guide to the New Realities of Business, 84

Management of Organizational Behavior: Utilizing Human Resources, 84

Management of the Absurd, 85

Management Problems of the Technical Person in a Leadership Role, 85

Management Team Handbook, The, 143

Managers as Mentors, 85

Manager's Role As Coach, The, 85

Managing Anger in the Workplace, 85

Managing at the Speed of Change, 36

Managing by Values, 85

Managing Change, 36

Managing Change and Transition, 36

Managing Change At Work: Leading People Through Organizational Transitions, 36

Managing Cultural Differences, 54

Managing Effectively in a Reinvented Government, 85

Managing Leave & Attendance Problems, 85

Managing Multiple Bosses, 85

Managing People, 85

Managing Performance Improvement Projects, 118

Managing Personal Change, 157

Managing Projects in Organizations, 86

Managing Quality Customer Service, 47

Managing Quality Through Teams, 143

Managing Strategic Change, 36

Managing Tasks and Activities, 86

Managing the Civilian WorkForce: A Guide for the Military Manager, 165

Managing the Managers, 86

Managing the Workplace Survivors, 86

Managing Work Force 2000, 54

Managing Work Under Pressure, 86

Managing Your Career Power, 20

Mandate for Change, 36

Manufacturing Rationality, 86

Marketing HRD Within Organizations, 86

Marketing Your Consulting and Professional Services, 20, 51

Maslow on Management, 86

Masterful Coaching: Extraordinary Results by Impacting People and the Way They Think & Work Together, 69

Mastering Management Education, 154

Mastering the Art of Communication, 42

Mastering the Instructional Design Process: A Systematic Approach, 154

Matching Leadership Style to the Situation, 69

Matsushita Leadership, 69

Mavericks in the Workplace, 86

Max Weber: A Skeleton Key: Master of Social Theory Volume 3, 163

McGraw-Hill 36 Hour Course: Business Presentation, The, 42

McKinley Internet Yellow Pages, 147

Me, Myself, & I, Inc., 20

Measuring Customer Satisfaction, 47

Measuring Up to the Baldrige: A Quick and Easy Self-Assessment Guide for Organizations of All Sizes, 122

Men and Women: Partners At Work, 55

Mentor, 20

Mentoring: Role-Plays for Evaluation, 154

Migraine and Headache, 168

Mindful Inquiry in Social Research, 154

Minority Organizations: A National Directory, 55

Mission Critical, 146

More Than a Gut Feeling, 140

Mosaic Workplace: Men and Women Working Together, The, 55

Motivating Others, 86

Moving From Training to Performance, 118

## N

National Easter Seal Society- "Nobody is Burning Wheelchairs", 55

National JobBank, The, 164

Navigating Midlife, 126

Negaholics: How to Handle Negativity in the Workplace, 87

Negotiating Your Salary: How to Make \$1000 a Minute, 20

Negotiator: A Manual for Winners, The, 42

Net Future, 147

Net Gain, 147, 148

Net Worth, 87

Never Retire, 126

New Asian Corporation, The, 87

New Beginnings, 127

New Business of Business, The, 122

New Deal at Work, The, 87

New Directions in Career Planning and the Workplace, 21

New Forces At Work, 146

New Forces At Work: Industry Views Critical Technologies, 146

New Global Leaders, The, 69

New Leaders - Leadership Diversity in America, The, 55

New Machiavelli: The Art of Politics in Business, The, 87

New Management, The, 87

New Manager and the New Organization, The, 87

New Managerial Mentor, The, 87

New Quick Job-Hunting Map, The, 21

New Rules of the Job Search Game, The, 21

New Supervisor, The, 87

New Verbal Advantage, The, 42

Next Common Sense, The, 87

No Nonsense Delegation, 88

Nuts! Southwest Airlines' Crazy Recipe for Business and Personal Success, 88

## O

Of Benefit to You, 157

Old Dogs, New Tricks, 69

On Incoming Calls: Revised and Updated, 47

On Our Own Terms, 55

One Minute Manager Gets Fit, The, 88

One Minute Manager, The, 88

Only Job Hunting Guide You'll Ever Need, The, 21

Open Boundaries, 69

Opportunities in Training and Development Careers, 154

Orbiting the Giant Hairball, 21

**Organization Development, 95**

Organization Teams: Building Continuous Quality Improvement, 143

Organized for Success!, 21

Organizing for the Future, 88

Out of Crisis, 122

Outsourcing Human Resources Functions, 163

Outsourcing: Training and Education, 157

Outstanding Customer Service:, 47

Overcoming High-Tech Anxiety, 21

## P

Parting Company, 21

Partnering Intelligence, 88

# Index

# Index

Pathfinder: How to Choose or Change Your Career for a Lifetime of Satisfaction & Success, The, 21  
 Peak Performance, 88  
 Pentagon and the Cities, The, 164  
 Perfectionism: A Sure Cure to Happiness, 21  
**Performance, 117**  
 Performance Consultant's Fieldbook, The, 118  
 Performance Consulting - Moving Beyond Training, 118  
 Personal Excellence, 22  
 Peter Drucker: On the Profession of Management, 88  
 Peterson's Guide to Distance Learning Programs, 166  
 Peterson's Guide to Four-Year Colleges, 22  
 Peterson's Guide to Two-Year Colleges, 22  
 Peterson's Independent Study Catalog, 166  
 Plan B: Converting Change into Career Opportunity, 22  
 Planning Programs for Adult Learners, 154  
 Pocket Pics: Difficult Concepts, 42  
 Point and Click Job Finder, 22  
 Point Click & Wow, 43  
 Points of Influence: A Guide to Using Personality Theory At Work, 88  
 Portfolio Power: The New Way to Showcase All Your Job Skills and Experience, 22  
 Positive Turbulence, 70  
 Power Interviews: Job-Winning Tactics From Fortune 500 Recruiters, 22  
 Power Networking, 22  
 Power of Ethical Management, 88  
 Power of Customer Service, 47  
 Power of Professionalism, 22  
 Power of Simplicity, The, 88  
 Power Shift, 36  
 Practical Coaching Skills for Managers, 89  
 Preferred Futuring, 36  
 Preparing for Work, 22  
 Presentation Excellence With Walter Cronkite, 43  
 Prime Life Guide to Personal Success, 157  
 Principle-Centered Leadership, 70  
 Prioritize Organize, 23  
 Proactive Customer Service, 48  
 Proactive Management & Sexual Harassment: Recognition, Intervention, and Prevention, 89  
 Process Improvement Guide, 118

Process Innovation: Reengineering Work Through Information Technology, 122  
 Process-Improvement Skills: Rethinking the Routine (Facilitator Guide), 154  
 Procrastination Cure, The, 43  
 Professional Development for Women in Management, 89  
 Professional Presence, 23  
 Professional Supervision Skills, 89  
 Professional Telephone Skills (Vol., 48  
 Profiting From Intellectual Capital, 70  
 Project Management Handbook, 123  
 Project Management Part 1, 123  
 Project Management Part 2, 123  
 Project Management: From Idea to Implementation, 123  
 Promise of Diversity, The, 55  
 Proposals that Work, 140  
 Psychology of Winning, The, 89  
 Publicity Power, 43  
 Pursuit of WOW!, 89  
 Putting the One Minute Manager to Work, 89

## Q

Qualitative Inquiry and Research Design, 166  
**Quality, 120**  
 Quality At Work, 123  
 Quality Circle, 123  
 Quality Customer Service, 48  
 Quality Function Development, 123  
 Quality Interviewing, 23  
 Quality Process Management, 123  
 Quality Without Tears - The Art of Hassle Free Management, 123  
 Quest for Excellence VII: Service, 123  
 Quest for Excellence, II: Small Business, 123  
 Quick Job Search, The, 23  
 Quick Resume & Cover Letter Book, 23

## R

Race, Class and Gender, 55  
 Race, Gender, and Rhetoric, 55  
 Readings in Strategic Management, 89  
 Real People Real Jobs, 23  
 Real Time, 89  
 Red Hot Handouts!, 154  
 Reengineering the Training Function: How to Align Training With the New Corporate Agenda, 154

Reference, 163  
 Reinventing America, 123  
 Reinventing Federal Resumes: A Federal Resume Writing Workbook, 23  
 Reinventing Government, 89  
 Reinventing Government by the People, 124  
 Reinventing Leadership, 70  
 Reinventing Leadership, Strategies to Empower the Organization, 70  
 Relationship Awareness Teams, 143  
 Remade in America, 90  
 Remember Me, 48  
 Resilience: A Change for the Better; Navigating At the Speed of Change, 36  
 Resistance: Moving Beyond the Barriers to Change, 37  
 Results Based Leadership, 70  
 Resume for the New World of Job-Seeking, 23  
 Resume Kit, The, 23  
 Resume Shortcuts, 23  
 Resumes Don't Get Jobs: The Realities & Myths of Job-Hunting, 23  
 Resumes for Business Management Careers, 24  
 Resumes for Communications Careers, 24  
 Resumes for Dummies, 24  
 Resumes for Education Careers, 24  
 Resumes for Ex-Military Personnel, 24  
 Resumes for Government Careers, 24  
 Resumes for High Tech Careers, 24  
 Resumes for Professionals, 24  
 Resumes for Scientific and Technical Careers, 24  
 Resumes for the First Time Job Hunter, 24  
 Resumes for the Mid-Career Job Changer, 25  
 Retire & Thrive, 127  
**Retirement, 126**  
 Retirement Careers, 127  
 Retiring Right, 127  
 Return on Investment, 124  
 Risk-Taking: 50 Ways to Turn Risks into Rewards, 25  
 Rules for Revolutionaries, 37

## S

S.O.S. Guide to Effective Networking, The, 25  
 Savvy Resume Writer, The, 25  
 Seamless Government, 124

# Index

## Index

Second Careers - New Ways to Work After 50, 157  
 Secrets for a Successful Dissertation, 154  
 Secrets to Enliven Learning, 154  
 Selecting and Working With Consultants: A Guide for Clients, 25  
**Self Development, 128**  
 Self Esteem and Peak Performance (Vol., 25  
 Self Esteem and Peak Performance (Vol. 2), 25  
 Self-Directed Learning: A Practical Guide to Design, Development & Implementation, 155  
 Self-Directed Work Teams (The New American Challenge), 143  
 Self-Empowerment for Women, 25  
 Semantic Awareness Test Kit, 50  
 Senior Executive Interview, The, 25  
 Sense & Respond, 70  
 Serious Play, 90  
 Service Excellence!, 48  
 Setting and Achieving Your Goals, 25  
 Shape of Things to Come, The, 37  
 Shaping the Managerial Mind, 90  
 Sign Language Interpreting: A Basic Resource Book, 50  
 Signing Naturally, 50  
 Silverlake Project, The, 90  
 Simple Steps to Impossible Dreams: ... Power Secrets of the World's Most Successful Men & Women, 25  
 Simplified Baldrige Award Organization Assessment, The, 124  
 Six Action Shoes, 90  
 Six Cardinal Rules of Customer Service, 48  
 Six Steps to Effective Teamwork, 143  
 Six-Figure Consulting, 25  
 Skills Advantage, The, 26  
 Skills Identification, 26  
 Skills of Encouragement, 70  
 Skills Training for Tomorrow's Work Force, 155  
 Smart Alliances, 90  
 Smart Thinking for Crazy Times, 90  
 So What If I'm Over 50?, 157  
 So Who's Perfect?, 26  
 So You Are Getting Out, 158  
 Soaring with the Phoenix, 90  
 Social Life of Information, The, 90  
 Social Stratification (Class, Race and Gender in Sociological Perspective), 55  
 Sociology of the Global System, 164  
 Soul Work, 26  
 Speaker's Lifetime Library, 43

Speaking Effectively - To One or One Thousand, 43  
 Spellbinders Charismatic Political Leadership, The, 71  
 Spirit at Work, 71  
 Spiritual Audit of Corporate America, The, 90  
 Starting Over: How to Change Careers or Start Your Own Business, 158  
 Start-Up: A Silicon Valley Adventure, 91  
 Stay In Control, 26  
 Stepping Up to Supervisor, 91  
 Stop Managing Start Coaching, 91  
 Stop Postponing the Rest of Your Life, 26  
 Straight from the CEO, 91  
 Strategic Human Resource Leader, 71  
 Strategic Job-Jumping: 50 Very Smart Tactics for Building Your Career, 26  
**Strategic Planning, 139**  
 Strategic Planning for Public and Nonprofit Organizations, 71  
 Strategic Resumes, 26  
 Strategies for Career Success for Women On the Move, 26  
 Strategies for Growth, 91  
 Structure of Social Stratification in the United States, The, 56  
 Study Skills Strategies, 27  
 Studying Your Workforce, 143  
 Succeed by Listening, 43  
 Succeeding As a First-Time Manager, 91  
 Success Essentials, 27  
 Success is a Choice, 27  
 Success Stories in Productivity, 119  
 Successful Negotiation, 43  
 Successful Strategic Planning, 140  
 Successfully Manage Your Job & Yourself, 43  
 Summary of the Thrift Savings Plan for Federal Employees, 127  
 Survey Research Methods, 163  
 Survival Jobs, 27  
 Surviving Your Dissertation: A Comprehensive Guide to Content and Process, 163  
 Survivors: How to Keep Your Best People on Board After Downsizing, 158  
 Sweaty Palms: The Neglected Art of Being Interviewed, 27  
 Swim with the Sharks, 91  
 Synchronicity, 71  
 Systems Archetype Basics: From a Story to Structure, 127

## T

Take Charge of Your Career, 27  
 Take Charge of Your Federal Career, 27  
 Take Yourself to the Top: The Secrets of America's #1 Career Coach, 27  
 Taking Charge of Change, 37  
 Taking Charge of Your Own Career, 27  
 Taking Charge: A Personal Guide to Managing People and Priorities, 91  
 Taking Charge: Making the Right Choices, 91  
 Taking Charge: A Practical Guide for Leaders, 71  
 Taking Control of Your Workday, 27  
 Talent Solution, The, 91  
 Talking From 9 to 5, 43  
 Talking From 9 to 5, Women and Men in the Workplace: Language, Sex and Power, 43  
 Tao At Work - On Leading and Following, The, 71  
 Tao of Leadership, The, 72  
 Targeting the Job You Want, 27  
 Teaching Diversity, 56  
 Team and Organization Development Sourcebook, 164  
 Team Approach, 144  
 Team Approach to Quality, The, 144  
**Team Building, 141**  
 Team Building: An Exercise in Leadership, 144  
 Team Excellence With Walter Cronkite, 144  
 Team Fitness: A How-to Manual for Building a Winning Work Team, 144  
 Team Leadership, 144  
 Team Member Handbook for Teamwork, 144  
 Team Problem Solving, 144  
 Team Reconstruction: Building a High Performance Work Group During Change, 144  
 Team Trainer: Winning Tools and Tactics for Successful Workouts, 144  
 Teaming Up, 144  
 Teaming Up: Competition and Cooperation, 145  
 Teams in Government: A Handbook for Team-Based Organization, 145  
 Teamwork - We Have Met the Enemy and They Are Us, 145  
 Teamwork for Customers: Building Organizations That Take Pride in Serving, 145

# Index

## Index

Technical Writer's Guide, 44  
**Technology, 146**  
 Technology Integration, 148  
 Telemarketing Tips From A to Z, 48  
 Telephone Doctor - Tape 2, "More On Incoming Calls", 48  
 Telephone Doctor - Tape 3, "From Curt to Courteous", 48  
 Ten Commandments of Communicating with People with Disabilities, The, 56  
 Ten Minute Guide to Job Interviews, 28  
 Tenth Insight, The, 72  
 Terms of Engagement, 37  
 Theory Z, 72  
 Think Like A Manager, 72  
 Think or Sink (Closed Captioned), 145  
 Thinking Beyond Lean, 91  
 Thinking Outside the Boundaries, 92  
 Thought Leaders, 72  
 Three Boxes of Life, The, 28  
 Through the Brick Wall: How to Job Hunt in a Tight Market, 28  
 Time: The Next Dimension of Quality, 124  
 Together We Can!, 145  
 Tom Jackson's Interview Express: The Fastest Way to Your Best Job Offer, 28  
 Tom Peters Live!, 92  
 Tom Peters On Necessary Disorganization, 92  
 Tom Peters on the New Manager and the New Organization, 92  
 Tom Peters Seminars: Crazy Times Call for Crazy Organizations, The, 92  
 Tools for Continuous Improvement, 124  
 Tools for Facilitating Team Meetings: Easy Ways to Help Plan, Conduct & Evaluate Team Meetings, 44  
 Top 10 Fears of Job Seekers, The, 28  
 Top Grading: How Leading Companies Win by Hiring, Coaching and Keeping the Best People, 92  
 Total Quality Control, 124  
 Total Quality Customer Service, 49  
 Total Quality Management, 124  
 Total Quality Management, A Practical Guide to Joining the Quality Revolution, 124  
 Total Quality Management, A Step-by-Step Guide for Total Quality Culture, 124  
 Total Quality Management, Put the TQM Tools to Work for You, 124

Trainer's Professional Development Handbook, The, 155  
**Training, 150**  
 Training Evaluation Made Easy: Making Training Worth Every Penny, 155  
 Training Room Solutions, 155  
 Training Theory and Practice, 155  
 Transformation Imperative, The, 37  
**Transition, 156**  
 Transitions - Making Sense of Life's Changes, 158  
 Transitions: Choices for Mid-Career Changers, 28  
 Transparent Society, The, 147  
 Trapped in the Net: The Unanticipated Consequences of Computerization, 146  
 Trashproof Resumes, 28  
 Treatment for Chronic Depression, 168  
 Truly Disadvantaged, The, 56  
 Trust and Betrayal in the Workplace, 44  
 Trust in the Balance, 92  
 Trust Me, 145  
 Trust Your Team, 145  
 Truth about Burnout, The, 168  
 Turbulent Change, 37  
 Twenty Reproducible Assessment Instruments, 164  
 Twenty Ways to Improve Customer Service, 49  
 Two Best Ways to Find a Job, 28  
 Type Talk At Work: How the Sixteen Personality Types Determine Your Success On the Job, 29

## U

U.S. Industrial Outlook, 29  
 Ultimate Rewards, 92  
 Understanding & Managing Public Organizations, 92  
 Understanding Everyday Racism, 56  
 Understanding Organizational Change: Converting Theory into Practice, 37  
 Understanding Performance Appraisal, 119  
 Understanding Survivor Benefits: A Guide for CSRS employees, 127  
 Understanding Survivor Benefits: A Guide for FERS Employees, 127  
 Understanding the Federal Retirement Systems, 165  
 Understanding Your Management Style, 93  
 Up is Not the Only Way, 29  
 Using Learning Contracts, 164

Using Quality Improvement Tools to Build Customer Satisfaction, 125  
 Using the Internet in Your Job Search, 29

## V

Values-Based Leadership, 72  
 Valuing Diversity, 56  
 Valuing Diversity Part 1, "Managing Differences", 56  
 Valuing Diversity Part 2, "Diversity At Work", 56  
 Valuing Diversity Part 3, "Communicating Across Culture", 56  
 Valuing Diversity Part 4, "You Make the Difference", 56  
 Valuing Diversity Part 5, "Supervising Differences", 56  
 Valuing Diversity Part 6, "Champions of Diversity", 56  
 Valuing Diversity Part 7, "Profiles in Change", 57  
 Verbal Communication: The Power of Words, 44  
 Very Quick Job Search, The, 158  
 Video Guide to JIST's Self-Directed Job Search, 29  
 Virtual College, 29  
 Virtual HR, 29  
 Vision Retreat, The, 72  
 Visionary Leadership: Creating a Compelling Sense of Direction for Your Organization, 72  
 Visions: How Science will Revolutionize the 21st Century, 147  
 Voice Mail - Curse or Cure?, 44

## W

Walk the Talk and Get the Results You Want, 29  
 Walking the Walk Together: An Employee Handbook, 30  
 Wall Street Journal On Management, The, 93  
 WarRoom Guide to Competitive Intelligence, The, 140  
 Ways of Wills, The, 127  
 We Are All Self-Employed, 30  
 We Are Customers to Each Other, 49  
 Web-Based Cookbook, The, 155  
 We're On the Same Team Remember?, 49  
 WetFeet.com's Industry Insider Guide, 166

# Index

## Index

.....  
We've Got to Start Meeting Like This!, 30  
What Color is Your Parachute?, 30  
What Employers Really Want, 30  
What Every Supervisor Should Know, 93  
What Followers Expect From Leaders, 72  
What is Benchmarking?, 125  
What Will Be: How the New World of Information will Change our Lives, 147  
What Works: Training and Development Practices, 155  
What Works: Assessment, Development, & Measurement, 155  
When the Canary Stops Singing: Women's Perspectives on Transforming Business, 93  
When You Lose Your Job, 30  
Who Are You? By the Way, 49  
Who Cares?", 45  
Who Knows – Safeguarding Your Privacy in a Networked World, 148  
Why Didn't I Say That, 44  
Why Employees Don't Do What They're Supposed to Do, 93  
Why Leaders Can't Lead, The Unconscious Conspiracy, 73  
Why Should I Hire You?, 30

.....  
Why Teams Can Fail and What to Do About It, 145  
Will to Lead, The, 73  
Winning Attitude, The, 30  
Winning With Words, 44  
Women & Power in the Nonprofit Sector, 57  
Women's Job Search Handbook, The, 30  
Work Training and Assistance Program, 167  
Worker's Compensation for Employers, 93  
Working Knowledge, 148  
Working Knowledge: How Organizations Manage What They Know, 93  
Working Parents Help Book, The, 30  
Working Smarter, 30  
Working the Shadow Side: A Guide to Positive Behind the Scenes Management, 93  
Working Through Change, 37  
Working Together, 145  
Working Together Works!, 145  
Working Together: Deaf and Hearing People, 51  
Working Woman's Communication Survival Guide, 44  
Workplace Teams, 155

.....  
Workplace Violence: Employee Awareness, 93  
Workplace Wars and How to End Them, 94  
Write it Right!, 44  
Write Stuff, A Practical Guide to Becoming a Better Business Writer, The, 44

## Y

Your CSRS Retirement: How to Prepare for It, How to Enjoy It, 158  
Your FERS Retirement, 158  
Your Outplacement Handbook: Redesigning Your Career, 158  
Your Place in Total Quality, 125  
Your Retirement, 127  
You're Hired, 31

## Z

ZAPP! The Lightning of Empowerment, 167  
ZEN and the Art of Making a Living, 94  
Zeroing in Process, 31